

# Adopter Satisfaction With the Bureau of Land Management's Wild Horse and Burro Program

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## Project Goals

- Understand adopter experience with BLM's Wild Horse and Burro Program.

## Introduction

Consulting Group's Net Impression® model.



# Project Goals

- Understand adopter experience with BLM's Wild Horse and Burro Program.
- Understand how adopters view the service they receive from BLM.
- Investigate whether there are meaningful differences in ratings between adopter groups.
- Identify adopter-defined priority improvement areas using Pacific Consulting Group's Net Impression® model.





# Survey Administration

- Telephone interviews were conducted during August and September of 1997 by Shulman, Ronca and Bucuvalas, Inc., a market research firm with offices in New York, N.Y. and Washington D.C.
- The response rate to the survey was 79.8%. Response rate is defined as the percentage of completed interviews compared to the total number of contacts attempted in the eligible population.
- The participation rate was 98.8%. Participation rate is defined as the percentage completing the interview compared to those contacted and asked to participate.
- Together, the response rate and the participation rate reflect meticulous survey research procedures, relatively accurate customer lists and a high degree of program interest among respondents.
- The 80% response rate assures that the report reflects the opinions of the entire population of BLM adopters. Even if non-respondents answers were markedly different from respondents, they would not be numerous enough to change the overall findings.



# Survey Sampling and Weighting Scheme

- A random sample of 200 adopters per State Office was drawn from the universe of owners who had adopted their animal between 1/1/96 and 7/30/97. The complete list of adopters is maintained by BLM.
- A quota of 100 completed surveys per State Office was set.
- A total of 1202 surveys were completed. Between 97 (California) and 119 (Oregon) surveys were completed for each State Office.
- Nationwide, the maximum sampling error is  $\pm 2.6\%$  at the 95% confidence level. At the State Office level, maximum sampling error is  $\pm 6.3$  or  $9.1\%$ .
- Weighting procedures were used to correct for stratified sampling at the State Office level. Weighting responses assures that the statistics reported at the national level are representative of the overall national population of Wild Horse and Burro adopters.



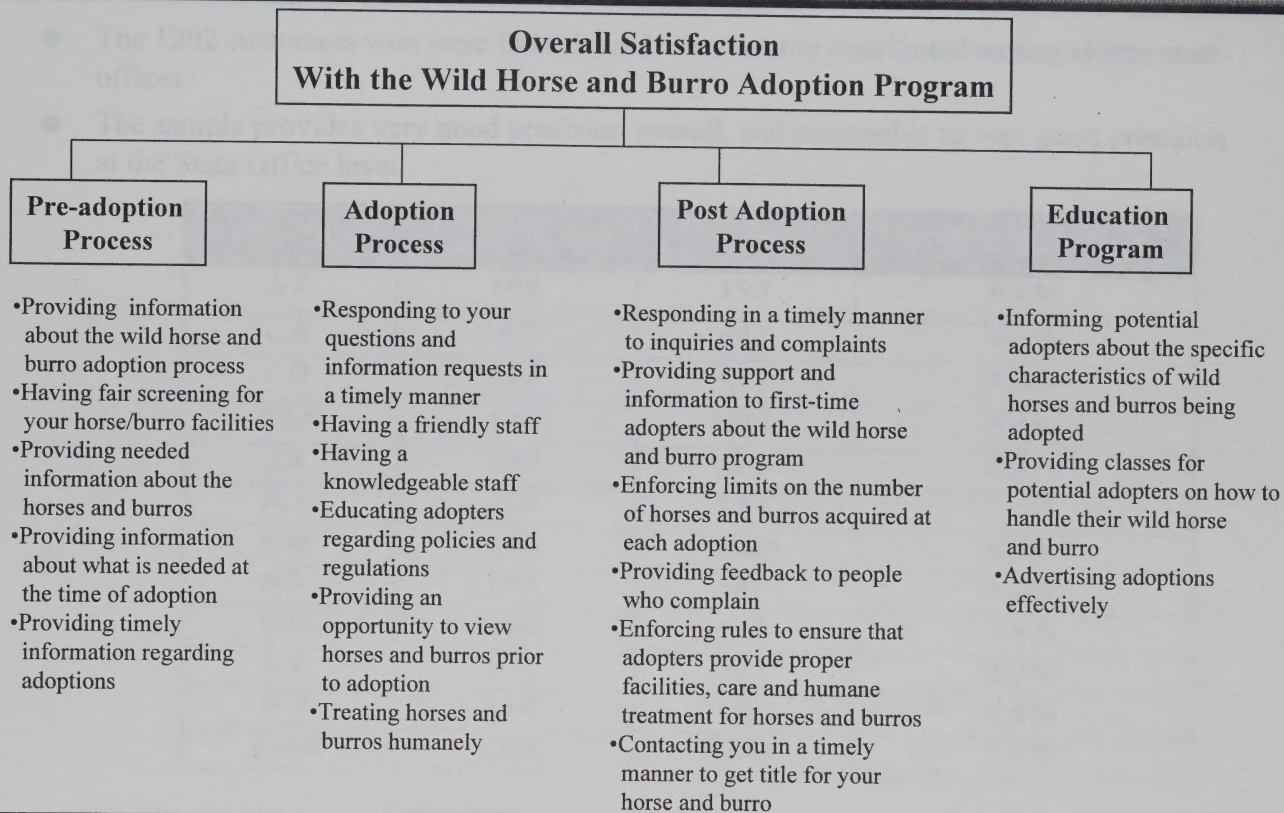


# Analysis Methodology

- Net Impression® focus groups were used to structure the questions in the questionnaire into a Net Impression® customer scorecard. Net Impression® is described in Appendix B. The customer scorecard contains those attributes of a product or service that customers use in evaluating it.
- Frequency tabulation and cross-tabulation procedures were used to generate sample profile statistics.
- The statistical significance of differences between adopter subgroups was tested using analysis of variance procedures. The 90% confidence level was used in reporting significant differences.
- The Net Impression® model was used to identify areas where improvements will make the greatest difference in increasing adopter satisfaction. The Net Impression® “leverage” scores show areas where adopters are relatively dissatisfied and/or where improvements will make a relatively large contribution to adopters’ overall opinions of the Wild Horse and Burro Program. The model software displays overall leverage scores and provides a statistical test of differences between leverage areas.



# Wild Horse and Burro Adopter Scorecard\*









# Survey Response by State Office

- The 1202 customers who were interviewed were evenly distributed among eleven state offices.
- The sample provides very good precision overall, and reasonable to very good precision at the State Office level.

State Office	Interviews Completed	Population	Maximum Sampling Error**
AZ	106	195	6.4%
CA	97	602	9.1%
CO	115	427	7.8%
ES*	114	3604	9.0%
ID	107	227	6.9%
MT	110	397	7.9%
NM	108	1002	8.9%
NV	105	187	6.3%
OR	119	432	7.6%
UT	109	443	8.2%
WY	112	698	8.5%
Total	1202	8214	2.6%

\* Eastern States

\*\*For State Offices where the number of completed interviews is a significant proportion of the total adopter population, the finite population correction was used to lower the maximum sampling error.



# Adopter Profile

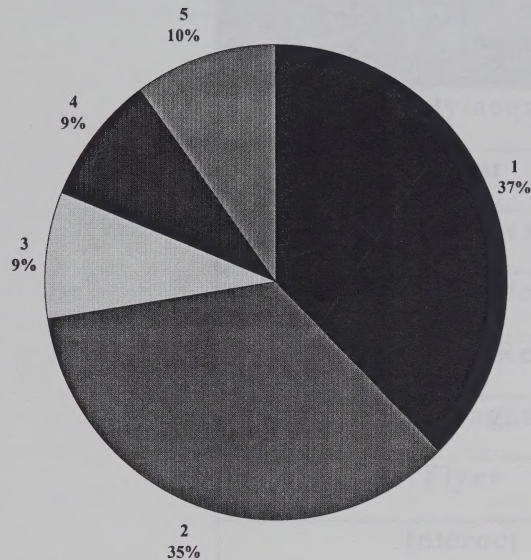
# Profile





# Number of Animals per Adopter

- Most adopters have more than one animal.



State Office	Mean Number of Animals Per Adopter
AZ	1.73
CA	1.92
CO	2.26
ES	2.23
ID	2.50
MT	2.49
NM	1.91
NV	1.86
OR	2.08
UT	2.06
WY	2.69



# Sources of Knowledge about Adoption Program

- Two out of five customers learn about the adoption program from friends, family and acquaintances.

First Learned About Adoption Program	Overall Percentage*
Friend/family/acquaintance	38.7%
Other	19.1%
Mailings/Newsletter	13.8%
TV/Radio	12.5%
Don't know/Refused	7.7%
Trade Magazine	6.0%
Flyer	1.5%
Internet	0.5%

\*Does not add to 100% due to rounding.





# Length of Animal Ownership

## Longest Time Owned Animals

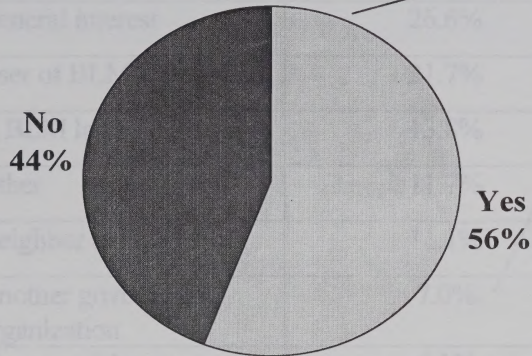
State Office	Less than one year	One to three years	More than three years
AZ	60.4%	25.5%	14.2%
CA	41.2%	43.3%	15.5%
CO	44.3%	34.8%	20.9%
ES	43.9%	46.5%	9.6%
ID	57.0%	17.8%	25.2%
MT	45.9%	32.1%	22.0%
NM	51.9%	41.7%	6.5%
NV	44.8%	37.1%	18.1%
OR	45.4%	35.3%	19.3%
UT	39.4%	44.0%	16.5%
WY	33.0%	50.0%	17.0%



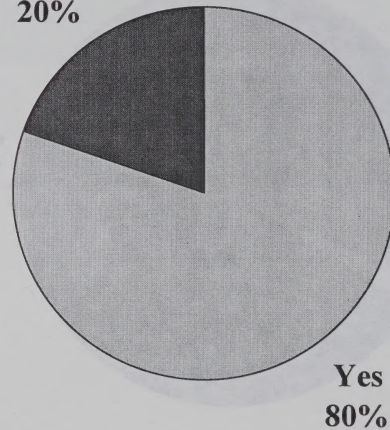
# Title Notification

- Over half of the adopters received their notification for titling and of this group, four fifths of the adopters applied for a title.
- Over a third of those adopters who did not apply for a title mention that the year time limit for applying had not elapsed. About a quarter mention incomplete paperwork and another quarter mention they are too busy to fill out the form.

**Received Notification  
Regarding Title**



**Applied for Title**







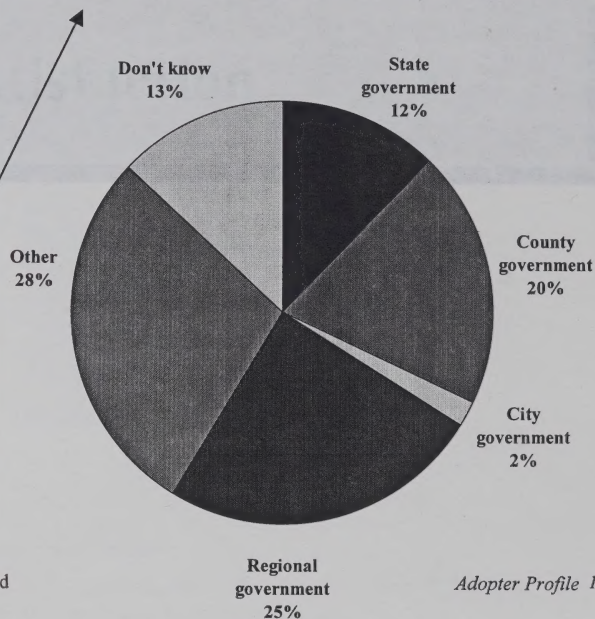


# Other Types of Contact with BLM

- Fifty percent of the adopters list more than one way in which they are in contact with the BLM.
- More customers have contact with BLM through recreational uses or due to their interest in preservation than through other governmental agencies or due to commercial use.

Additional Source of Contact With BLM*	Percent of Respondents Reporting Contact
Interested in preservation	34.2%
Recreational user	34.0%
General interest	26.6%
User of BLM information	21.7%
A BLM land user	13.8%
Other	11.7%
Neighbor to BLM land	11.1%
Another government organization	7.0%
Commercial user	6.1%

Type of Government Organization (N=83)

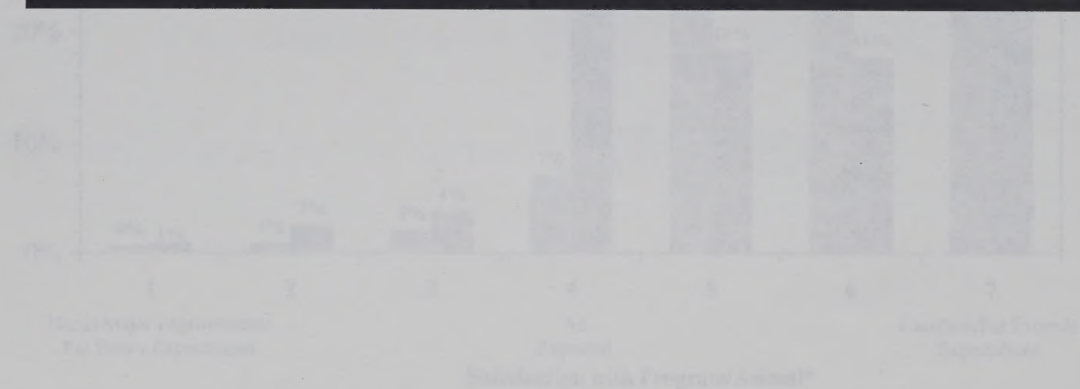




# Overall Program and Animal Satisfaction

- Those adopters who gave the program high ratings also gave their animal high ratings and vice versa.

## Adopter Satisfaction



\*Satisfaction with the program was measured on a 7-point scale where 1 = very dissatisfied and 7 = very satisfied. Satisfaction with the animal was measured on a 7-point scale where 1 = very dissatisfied and 7 = very satisfied.

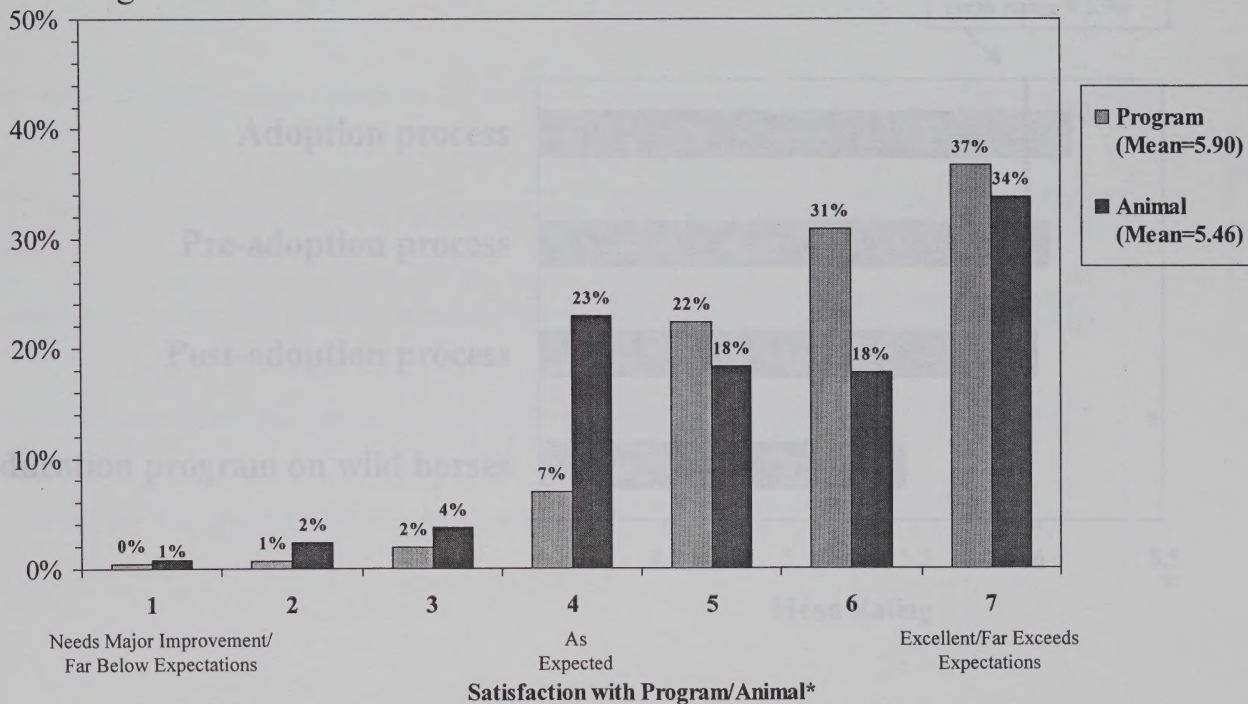
Adopter Satisfaction 77





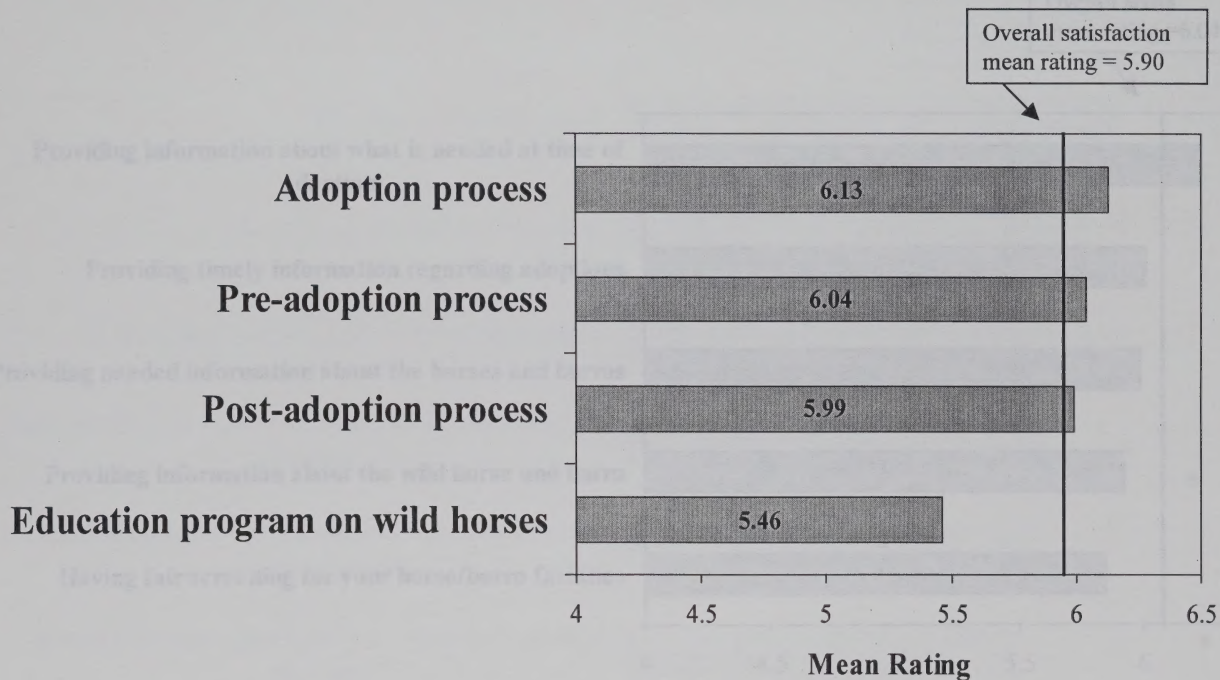
# Overall Program and Animal Satisfaction

- Those adopters who gave the program high ratings also gave their animal high ratings and vice versa.





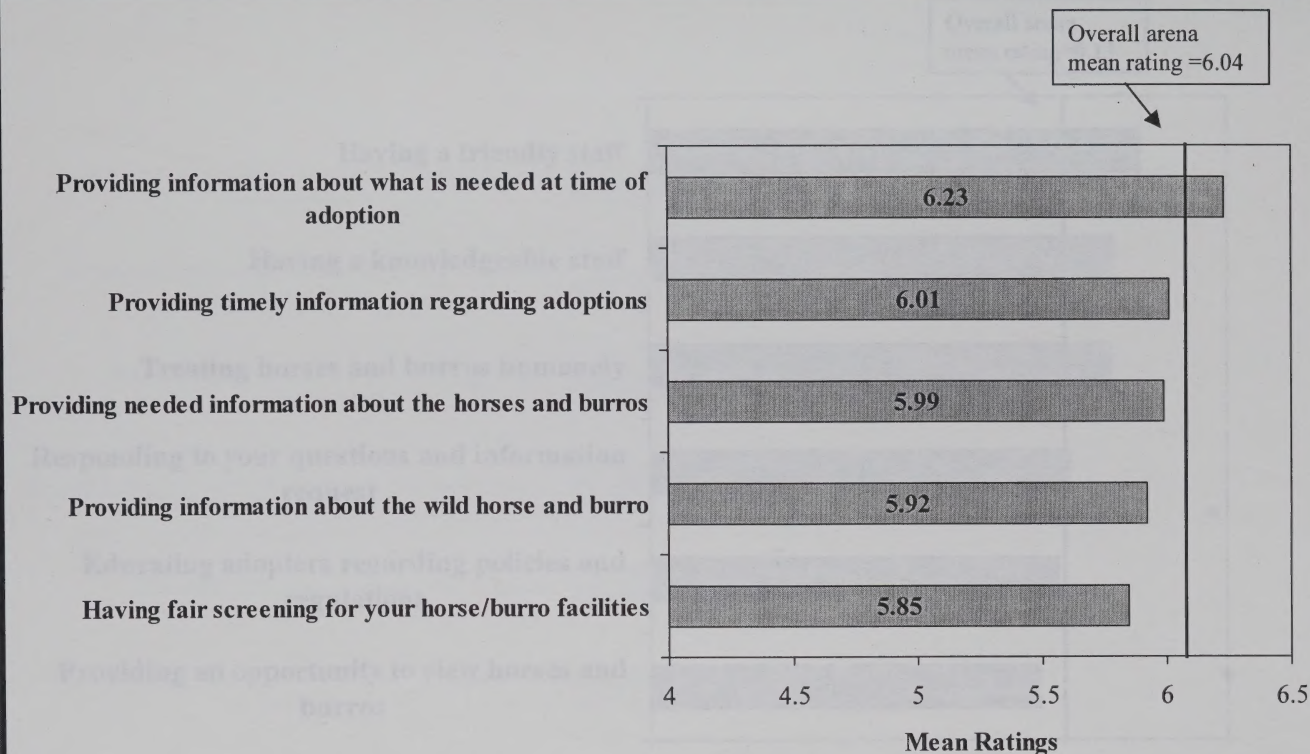
# Program Arena Ratings





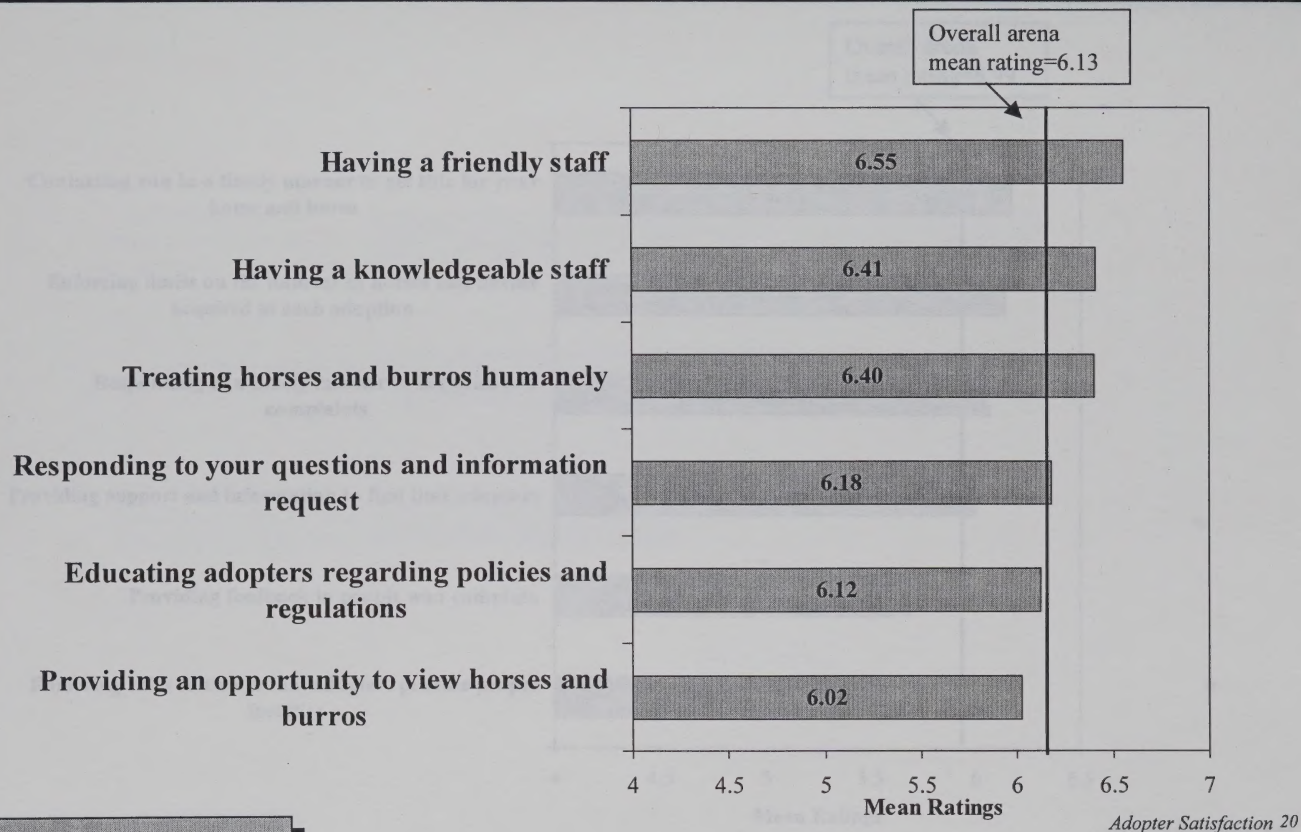


# Pre-Adoption Process Arena Mean Ratings





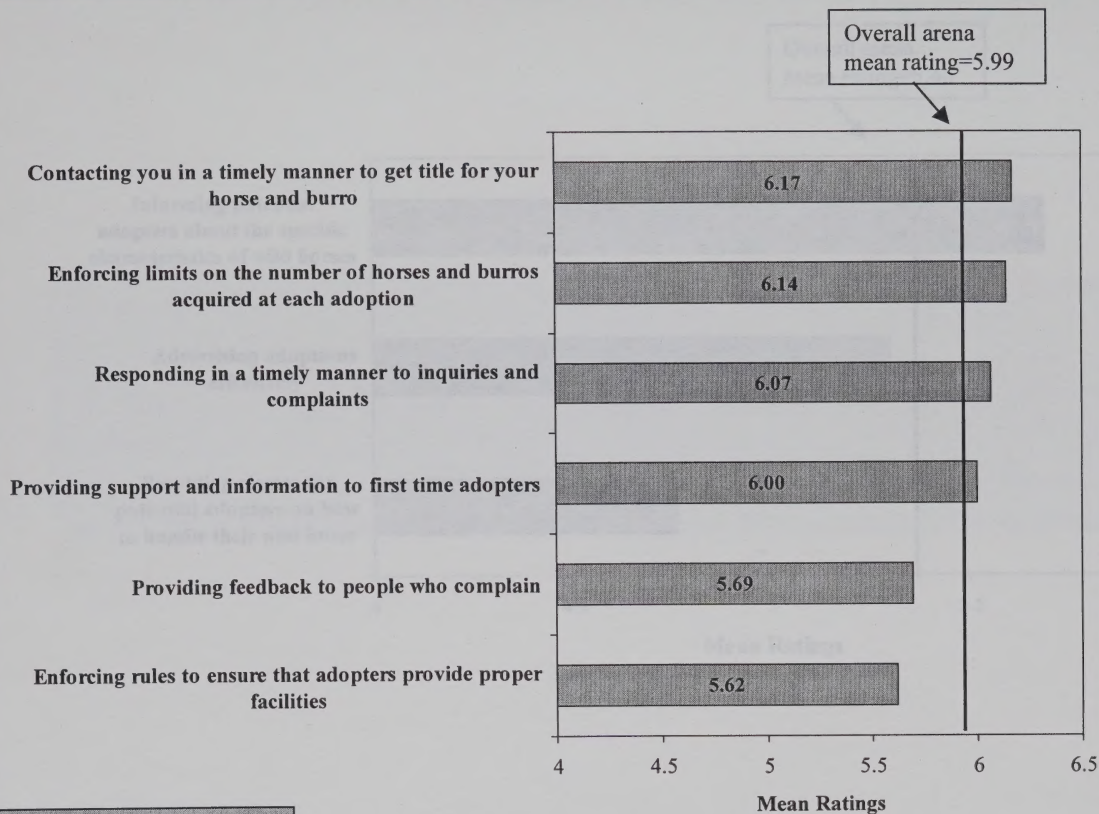
# Adoption Process Arena Mean Ratings





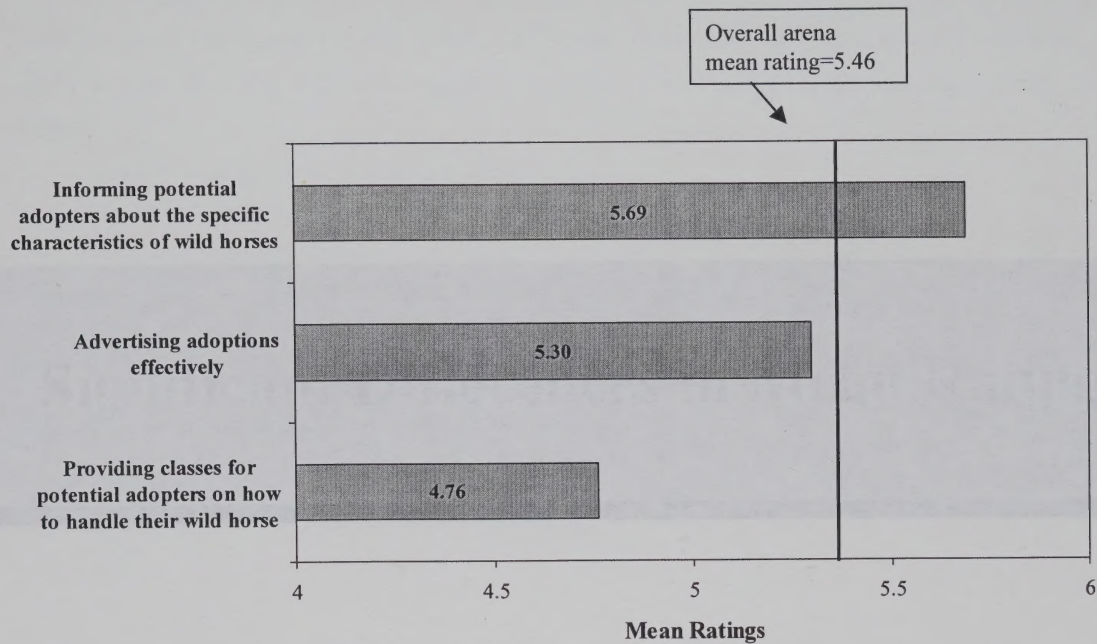


# Post-Adoption Process Arena Mean Ratings





# Education Program Arena Mean Ratings







## Statistically Significant Rating Differences

- Analysis of variance (ANOVA) statistical procedures were used to assess differences among various adopter groups. The adopter groupings analyzed were:

- Number of wild horse or burros owned
- Sources of knowledge about adoption process
- Number of life realizations

## Significant Differences in Mean Ratings



# Statistically Significant Rating Differences

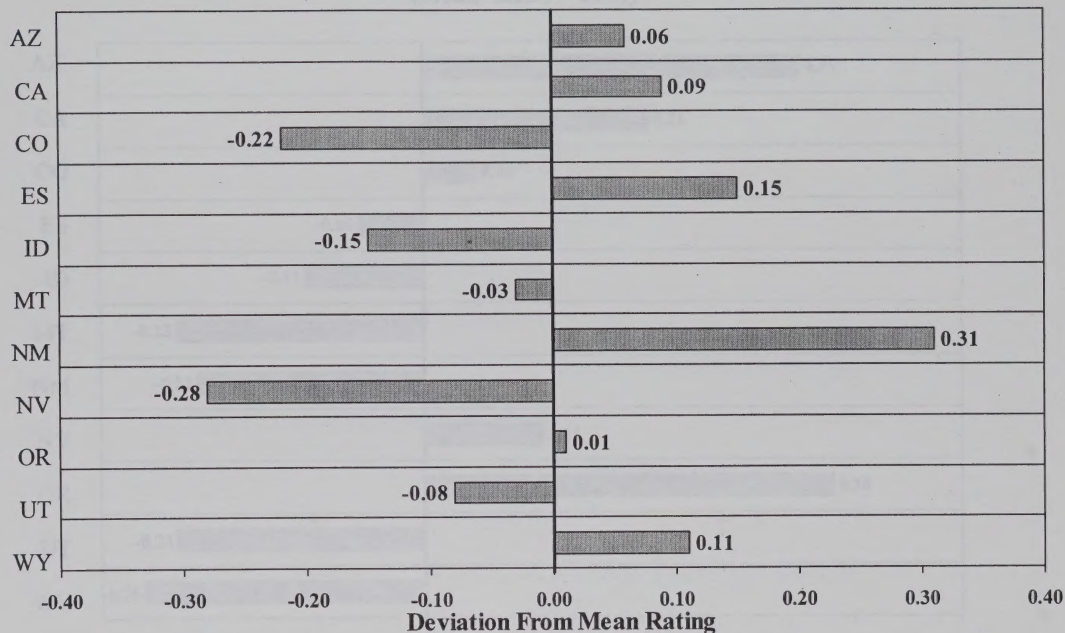
- Analysis of variance (ANOVA) statistical procedures were used to assess differences among various adopter groups. The adopter groupings analyzed were:
  - Number of wild horse or burros owned
  - Sources of knowledge about adoption process
  - Receipt of title notification
  - State Office
  - Longest time owned animals
- Only significant differences at the 90% confidence level are shown. This analysis was performed on unweighted responses.
- Overall, the State Office is the only variable showing statistically significant ratings differences between the groups.





# Differences in Overall Adoption Program Ratings

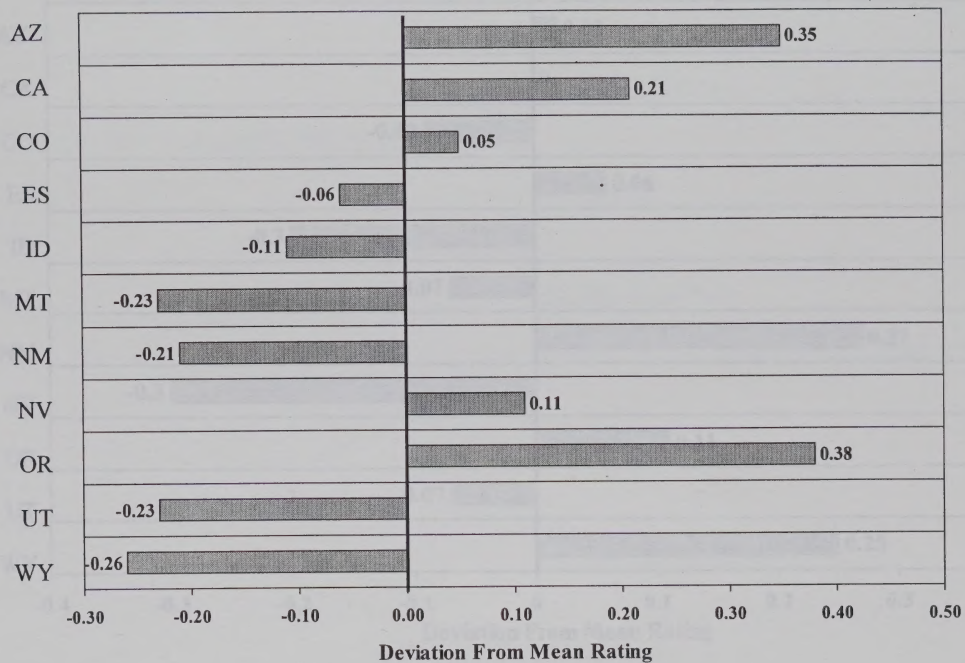
(Mean=5.80 N=1097)





# Differences in Adopted Animal Expectations

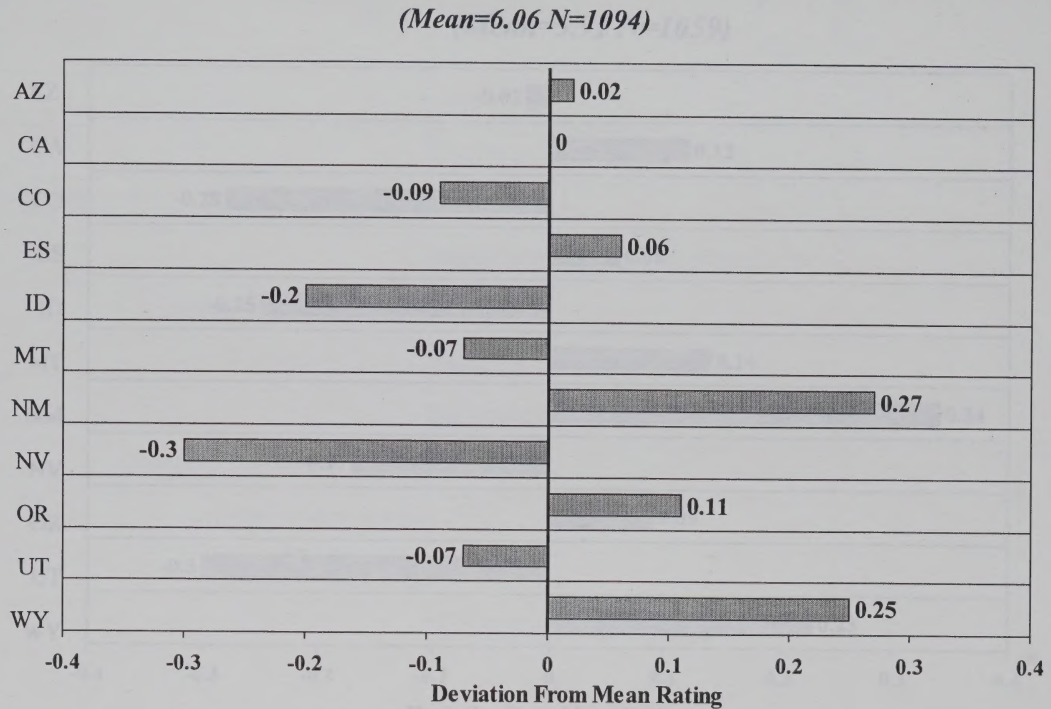
(Mean=5.53 N=1101)







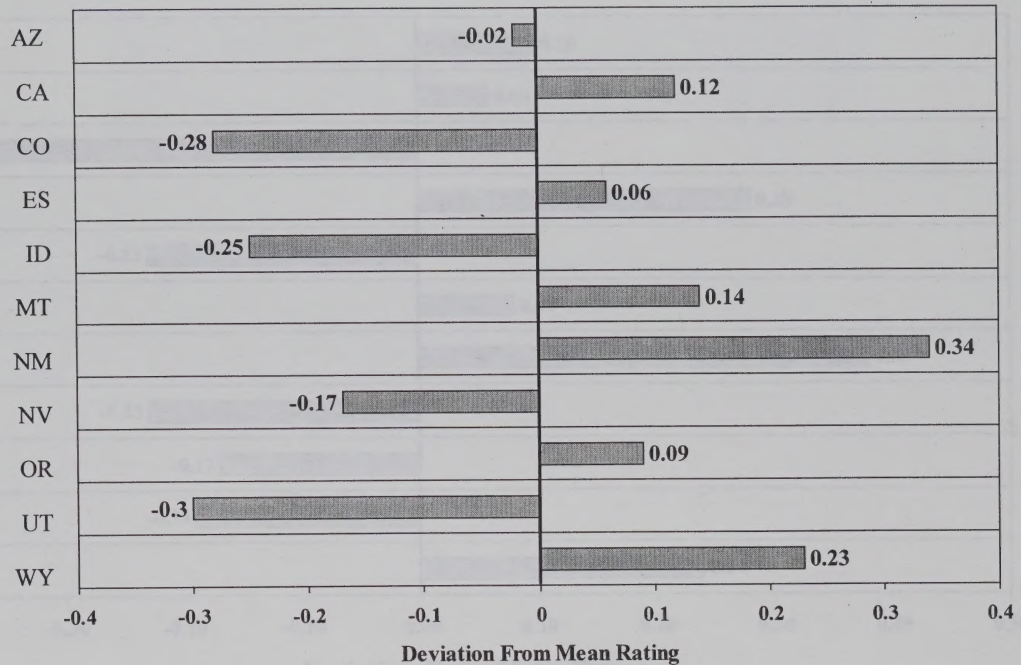
# Differences in Wild Horse and Burro Adoption Arena Ratings





# Differences in Post-Adoption Arena Ratings

(Mean=5.91 N=1059)

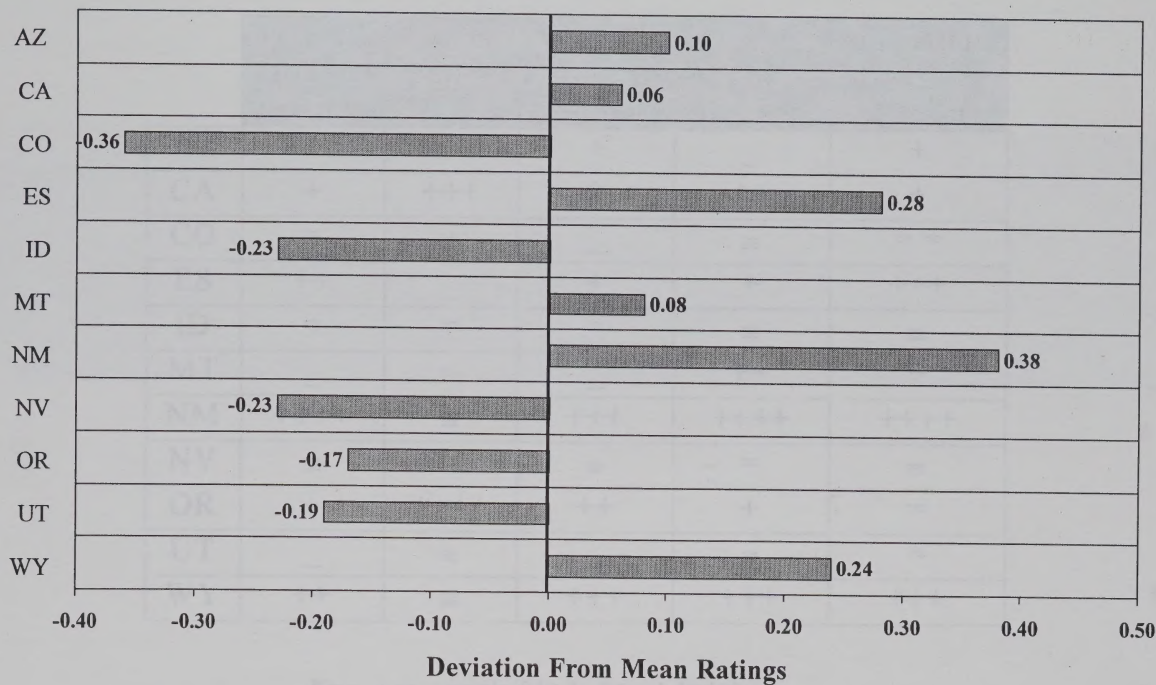






# Differences in Education Program Arena Ratings

(Mean=5.29 N=1063)





# Deviations From National Means by State Office

- The table below summarizes State Office deviations from the national average ratings. Statistically significant differences were not found for the Pre-Adoption Process mean ratings.

	Overall Program Rating	Animal Rating	Adoption Process Ratings	Post-Adoption Ratings	Education Program Ratings
AZ	+	++++	+	-	+
CA	+	+++	0	++	+
CO	=	+	-	≡	= =
ES	++	-	+	+	+++
ID	=	=	=	≡	≡
MT	-	≡	-	++	+
NM	++++	≡	+++	++++	++++
NV	≡	++	≡	=	≡
OR	+	++++	++	+	=
UT	-	≡	-	≡	=
WY	++	≡	+++	+++	+++

Key: + or - equals 0 to .1, 0 to -.1 deviation  
 ++ or = equals .1 to .2, -.1 to -.2 deviation  
 +++ or ≡ equals .2 to .3, -.2 to -.3 deviation  
 ++++ or == equals greater than .3, less than -.3 deviation





- Leverage analysis shows where input areas will make the most difference in adoption.
- A high leverage area is one where adopters are relatively dissatisfied and/or a change will contribute to an improvement in satisfaction with the Wild Horse and Burro Program.
- Leverage is indexed on a one to ten scale, with higher numbers indicating greater

## Improvement Opportunities: Leverage Analysis

SATISFACTION	LOW	MEDIUM LEVERAGE	HIGH LEVERAGE
	HIGH	LOW LEVERAGE	MEDIUM LEVERAGE



# Leverage Analysis and Improvement Opportunities

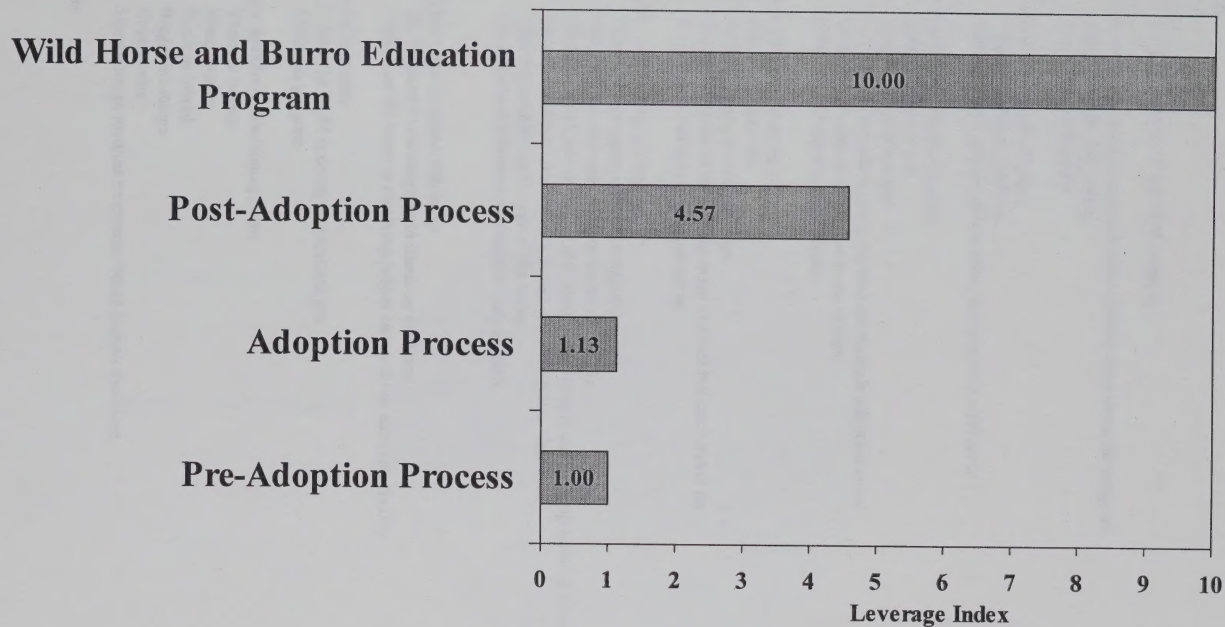
- Leverage analysis shows where improvements will make the most difference to adopters.
- A high leverage area is one where adopters are relatively dissatisfied and/or a change will contribute to an improvement in satisfaction with the Wild Horse and Burro Program.
- Leverage is indexed on a one to ten scale, with higher numbers indicating greater opportunities for improvement. The arena with the highest leverage is shown as a ten on the scale; that with the least leverage, as a one.

		<i>CONTRIBUTION/IMPORTANCE</i>	
		LOW	HIGH
<i>SATISFACTION</i>	LOW	MEDIUM LEVERAGE	HIGH LEVERAGE
	HIGH	LOW LEVERAGE	MEDIUM LEVERAGE





# Arena Level Leverage





# WILD HORSE + BURRO

## Question 11

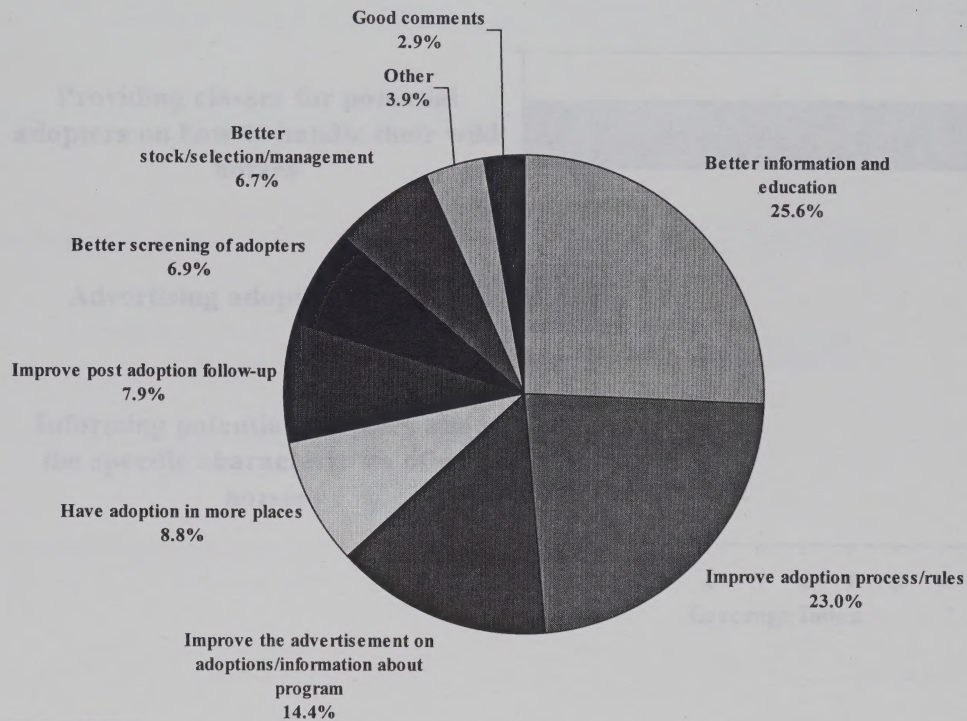
Suggestion for improvements to the BLM program?

1. Improve the advertisement on adoptions/information about the program
  - More than one day notice
  - Advertise on the radio
2. Better screening of adopters
  - Check for proper facilities
  - Make sure the adopters know about the care for a wild horse
3. Improve adoption process/rules
  - Lotteries are not fair
  - Drawing system not fair
  - Let each person adopt one horse then let multiple adoption occur
  - Don't let one person adopt four horse at once
  - Preference given to certain people
4. Have adoptions in more places
  - Adopt at a state fair
  - Hold adoptions in satellite cities
  - Get horses closer to people who want to adopt but can't travel far
  - Increase places/times people can adopt
5. Better information and education
  - Have a support group for first time adopters
  - Publish a list of people who can help train horses
  - Establish a web site or on line chat room where people can get help training horses
  - Have information on where the horses came from and what herd
  - Have information on the age of the horse
  - Have medical information available such as shots
6. Improve post adoption follow up
  - BLM doesn't visit adopters to check up the horse
  - Make sure the horse is receiving proper care and has adequate facility
7. Good Comments
  - I think the BLM is doing an excellent job
  - I like this program
8. Better stock/selection/management
  - Younger horses
  - More jennies
  - Stock in inbred
  - Bigger mustangs
  - Neuter colts
  - More through medical treatments/better human treatment
9. Other





# Suggestions For Improvement





# Wild Horse Educational Program Leverage

**Providing classes for potential adopters on how to handle their wild horses**

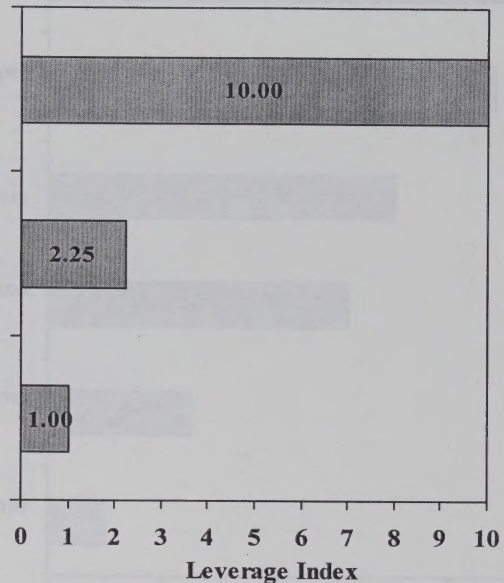
10.00

**Advertising adoptions effectively**

2.25

**Informing potential adopters about the specific characteristics of wild horses**

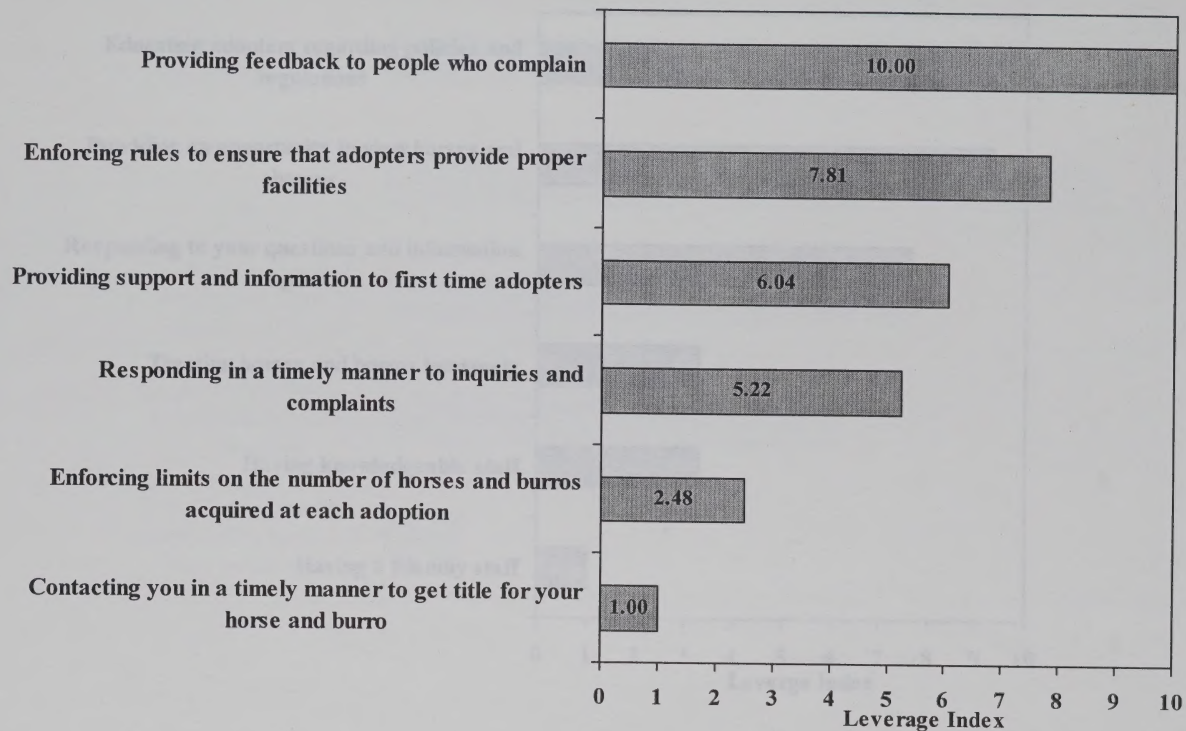
1.00





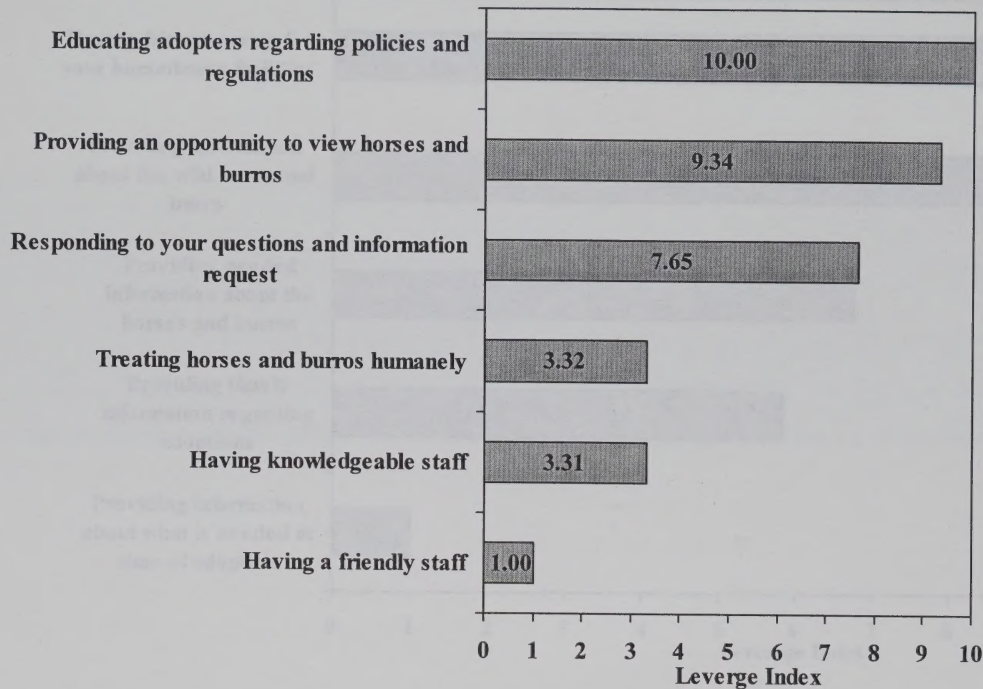


# Post-Adoption Process Leverage





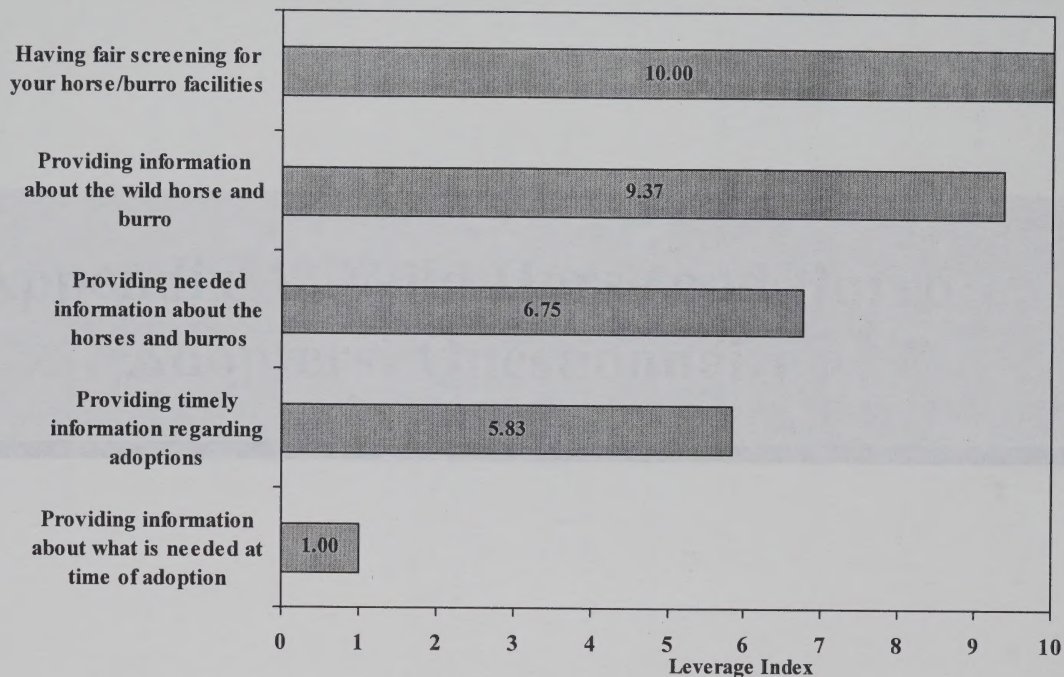
# Adoption Process Leverage







# Pre-Adoption Process Leverage





## **Appendix A: Wild Horse and Burro Adopters' Questionnaire**





**BUREAU OF LAND MANAGEMENT CUSTOMER SATISFACTION SURVEY:  
WILD HORSE AND BURRO ADOPTERS**

SCHULMAN, RONCA AND BUCUVALAS, INC.  
145 E. 32ND STREET  
NEW YORK, NEW YORK 10016

STUDY NO. 7349a  
August 4, 1997

SAMPLE FILE No. \_\_\_\_\_  
CATI ID No. \_\_\_\_\_

Interviewer: \_\_\_\_\_ Date: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Sample read in: RESPONDENT NAME  
RESPONDENT TITLE  
RESPONDENT ADDRESS  
RESPONDENT TELEPHONE NUMBER

**INTRODUCTION**

Hello, I'm \_\_\_\_\_ calling for the Bureau of Land Management of the U.S. Department of Interior. May I speak to (RESPONDENT NAME/RESPONDENT TITLE)?

Yes..... 1 **SKIP TO RESPONDENT INTRODUCTION**  
Not available now..... 2 **SCHEDULE CALLBACK**  
No such person..... 3 **CONFIRM TELEPHONE NUMBER**

**RESPONDENT INTRODUCTION**

Hello, I'm \_\_\_\_\_ calling on behalf of the Bureau of Land Management of the U.S. Department of Interior. The Bureau of Land Management is trying to improve its services by asking its customers about their experiences and opinions about BLM activities and how those activities might be improved? We only need about ten minutes of your time. In order to keep your answers completely confidential, the interviews are being conducted by an independent research organization, SRBI, which will not reveal the names of survey respondents to BLM.

Could we begin now?

Yes.....1  
No, its a bad time.....2 **SCHEDULE CALLBACK**  
Refused.....3

1. How many wild horses or burros have you adopted under the Bureau of Land Management's Wild Horse and Burro Adoption program?

\_\_\_\_\_ NUMBER

None.....0 **THANK AND SCREEN OUT**

2. How did you first learn about BLM's Wild Horse and Burro Adoption Program?  
DO NOT READ LIST. SINGLE RECORD

Mailings/Newsletter..... 1  
Trade Magazine..... 2  
Flyer..... 3  
TV/Radio..... 4  
Internet..... 5  
Friend/family/acquaintance..... 6  
Other (SPECIFY)..... 7



### ASK Q3 FOR EACH IN Q1

3. How long have you had your (first/next) wild horses or burros?

- Less than one year..... 1  
 One to three years..... 2  
 More than three years..... 3

4. Have you received notification regarding titling your wild horse or burro?

- Yes..... 1  
 No..... 2 **SKIP TO Q6**

5a. Have you applied for title?

- Yes..... 1 **SKIP TO Q6**  
 No..... 2

5b. Why haven't you applied for title? \_\_\_\_\_

6. How well would you rate BLM on the following aspects of the pre-adoption process. On a scale of 1 to 7, where 1 means they need major improvement and a 7 means they are excellent, where would you rate BLM on.....

	Needs Major Improvement							Excellent
a. Providing information about the wild horse and burro adoption process	1	2	3	4	5	6	7	
b. Having fair screening for your horse/burro facilities	1	2	3	4	5	6	7	
c. Providing needed information about the horses and burros	1	2	3	4	5	6	7	
d. Providing information about what is needed at time of adoption	1	2	3	4	5	6	7	
e. Providing timely information regarding adoptions	1	2	3	4	5	6	7	
f. <b>Everything considered, how do you rate BLM's handling of the pre-adoption process?</b>	1	2	3	4	5	6	7	

7. How well would you rate BLM on the following aspects of its adoption process? On a scale of 1 to 7, where 1 means they need major improvement and a 7 means they are excellent, where would you rate BLM on.....

	Needs Major Improvement							Excellent
a. Responding to your questions and information requests in a timely manner	1	2	3	4	5	6	7	
b. Having a friendly staff	1	2	3	4	5	6	7	
c. Having a knowledgeable staff	1	2	3	4	5	6	7	
d. Educating adopters regarding policies and regulations	1	2	3	4	5	6	7	
e. Providing an opportunity to view horses and burros prior to adoption	1	2	3	4	5	6	7	
f. Treating horses and burros humanely	1	2	3	4	5	6	7	
g. <b>Everything considered, how would you rate BLM's wild horse and burro adoption process</b>	1	2	3	4	5	6	7	





8. Now, I'd like you to rate the following aspects of BLM's post adoption process. On scale of 1 to 7, where 1 means they need major improvement and a 7 means they are excellent, where would you rate BLM on.....

	Needs Major Improvement						Excellent
a. Responding in a timely manner to inquiries and complaints	1	2	3	4	5	6	7
b. Providing support and information to first-time adopters about your wild horse and burro program	1	2	3	4	5	6	7
c. Enforcing limits on the number of horses and burros acquired at each adoption	1	2	3	4	5	6	7
d. Providing feedback to people who complain	1	2	3	4	5	6	7
d. Enforcing rules to ensure that adopters provide proper facilities, care and humane treatment for horses and burros	1	2	3	4	5	6	7
f. Contacting you in a timely manner to get title for your horse and burro	1	2	3	4	5	6	7
g. Everything considered, how do you rate BLM's post adoption process	1	2	3	4	5	6	7

9. Now, I'd like you to rate the following aspects of BLM's process for providing information on wild horses and burro on scale of 1 to 7, where 1 means they need major improvement and a 7 means they are excellent, where would you rate BLM on.....

	Needs Major Improvement						Excellent
a. Informing potential adopters about the specific characteristics of wild horses and burros being adopted	1	2	3	4	5	6	7
b. Providing classes for potential adopters on how to handle their wild horse or burro	1	2	3	4	5	6	7
c. Advertising adoptions effectively	1	2	3	4	5	6	7
e. Everything considered, how do you rate BLM's education program on wild horse and burro adoption	1	2	3	4	5	6	7

10. Considering all the factors listed above (pro-adoption process; adoption process; post-adoption process; and program information), how do you rate BLM's performance?

Needs Major Improvement							Excellent
1	2	3	4	5	6	7	

11. Please rate how well the animal(s) you got met your expectations. Use the same 1 to 7 scale, where "1" is far below expectations and "7" is far exceeds expectations. A rating of "4" would be "as expected."

Far Below Expectations	As Expected				Far Exceeds Expectations	
1	2	3	4	5	6	7

12. What suggestions do you have for changes that you feel would improve BLM's wild horse and burro adoption program?

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13. In what State Office, district/resource area, or Center do you come in contact with BLM most often?

\_\_\_\_\_ (Location)

14. Aside for the wild horse and burro adoption program, in what other capacities, if any, have you come into contact with BLM? **READ LIST AND MULTIPLE RECORD**

- a. A BLM land user
- b. User of BLM information
- c. Another government organization
- d. General interest
- e. Neighbor to BLM land
- f. Interested in preservation
- g. Recreational user
- h. Commercial user (grazing, leasing, recreation, timber, etc.
- i. Something else \_\_\_\_\_
- j. None

15. **IF RESPONDED TO ITEM "c" THEN ASK:** What type of government organization do you usually represent when you contact BLM . . . is it usually a .? **READ LIST**

- a. State government
- b. County government
- c. City government
- d. Regional government or multiple jurisdiction
- e. Something else \_\_\_\_\_

Thank you for your help. That completes the interview!

#### **ESTIMATED BURDEN STATEMENT**

The reporting burden for this form is estimated to average fifteen minutes, including the time for reviewing instructions, gathering and maintaining data, and completing and reviewing the form. Direct comments regarding the burden estimate or any other aspect of this form to the Bureau of Information Collection Clearance Officer, Bureau of Land Management, 1849 C Street NW, Washington, DC 20240; and the Office of Management and Budget, Paperwork Reduction Act, OMB No. 1004-0172, Washington, DC 20503, (202) 395-7340.

#### **PAPERWORK REDUCTION ACT STATEMENT**

This information is being collected to provide information to the Bureau of Land Management regarding satisfaction among stakeholders and partners and will be used to evaluate and improve the services that BLM provides to members of the public. Response to this request is voluntary. No action may be taken against you for refusing to supply the information requested. No Privacy Act Information is being collected.





## Appendix B: What Is Net Impression®?



## WHAT IS NET IMPRESSION®?

Net Impression is a survey-based approach for helping companies plan improvements that will lead to the greatest increase in customer satisfaction. Net Impression measurement methodology is based on a powerful model of how customers evaluate the service they receive.

Customer perceptions of service and their expectations of what they will receive from the company are grounded in "moments of truth" - experiences in which customers come in contact with the company in some way. These experiences can range from direct reactions to the service and service delivery, advertising about the company or reading an article in the newspaper, or even talking to a neighbor. Expectations of performance can also arise from hearing about or using the competition's offering. From their experience base, customers develop a mental "report card" that they implicitly bring with them to each service encounter. The product or service delivered by the company is compared to the report card criteria to determine whether quality service has been delivered or not.

To plan changes that maximize the customers' overall Net Impression of the company, management needs to understand the report card - how the various criteria the customers use to judge performance fit together in the customer's mind, and where the company's leverage is in improving customer satisfaction.

Net Impression begins with a qualitative research step in which the broad expectations of performance (called customer service arenas) are defined. These customer service arenas explain, in the customer's terms, what they feel the company should do for them.

They can range from a fairly operational concern such as "Managing my account", to something more abstract such as "Showing concern for the environment" or "Maintaining an effective business partnership". Together, the customer service arenas amount to the company's value proposition or benefit concept expressed in terms of what the customer expects (instead of what the company offers).

Within each customer service arena, a number of factors called "customer value characteristics" (CVCs) provide additional detail (again, in the customers' terms) on what constitutes good or bad performance within an arena. For example, customer value characteristics under an account management arena might include "Accurate bill", "Being each to reach", or "Resolving problems quickly" - all factors that determine, in the customer's mind, what good (or bad) performance in the Account Management arena might mean.

Figure 1 illustrates the Net Impression framework developed for a utility's residential market. The five customer service arenas show the broad areas in which customers said they expected service and the customer value characteristics define what constitutes good and bad performance within an arena.

In the quantitative part of Net Impression, a computer model is used to analyze survey responses. The model shows, relatively speaking, where improvements will have the greatest impact on overall customer satisfaction. We use the term "leverage" to report relative priorities for improvement. A high leverage arena (or customer value characteristic) is one in which customers





are relatively dissatisfied, especially sensitive, or both. An improvement in a high leverage area will have a greater impact on customer satisfaction. A low leverage arena or customer value characteristic is one in which customers are relatively satisfied, not especially sensitive, or both. Improvements in a low leverage arena are not likely to have a big impact on customer perceptions.

The leverage scores are useful for planning improvement initiatives because they focus the improvement effort on those areas that matter most to customers. Management can implement any number of changes in product/service mix, operations, or communications, with the assurance that these changes will maximize the use of scarce resources. By concentrating on high leverage areas, companies can often find ways to improve service and save resources at the same time.

Figure 2 shows the leverage scores for the five customer service arenas for PG&E's Sacramento Division. These scores indicate that the greatest leverage in that division's service territory lies in improvements in the Account Services arena. Improvement efforts should be concentrated there while maintaining performance in the lower leverage areas. Figure 3 provides more specific guidance to the company on what to do to improve customer perceptions of account services performance.

Apparently, customers are relatively dissatisfied with and sensitive to the interactions they have with the company's staff regarding their bill. Perhaps training or improved customer communications can be developed to address this high leverage area. Similarly, Figure 4 shows that improved communications in the Handling Outages arena would go a long way towards improving customer satisfaction there. Interestingly, customers expect outages occasionally, but become irritated when they cannot find out what is going on. Fortunately, improving communications surrounding outages is much cheaper than improving power reliability.

Net Impression works because it mobilizes the capabilities of managers and staff and focuses them on the customer. The continuous improvement process starts right away, and the momentum builds with the initial successes as people gain confidence in the process and pride in their accomplishments. Everybody - from senior management to front-line customer service personnel - has a role to play in the effort. In short, PCG's goal is to help the company make customer satisfaction - adding value faster than the competition - the way of doing business rather than a separate program or initiative.

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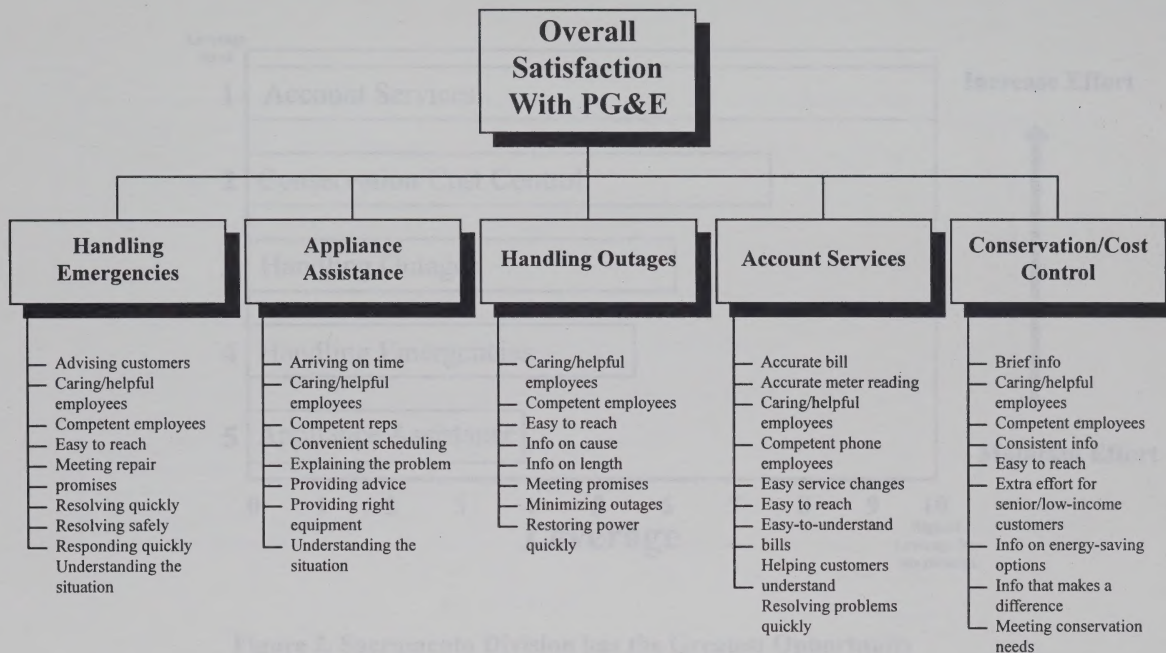
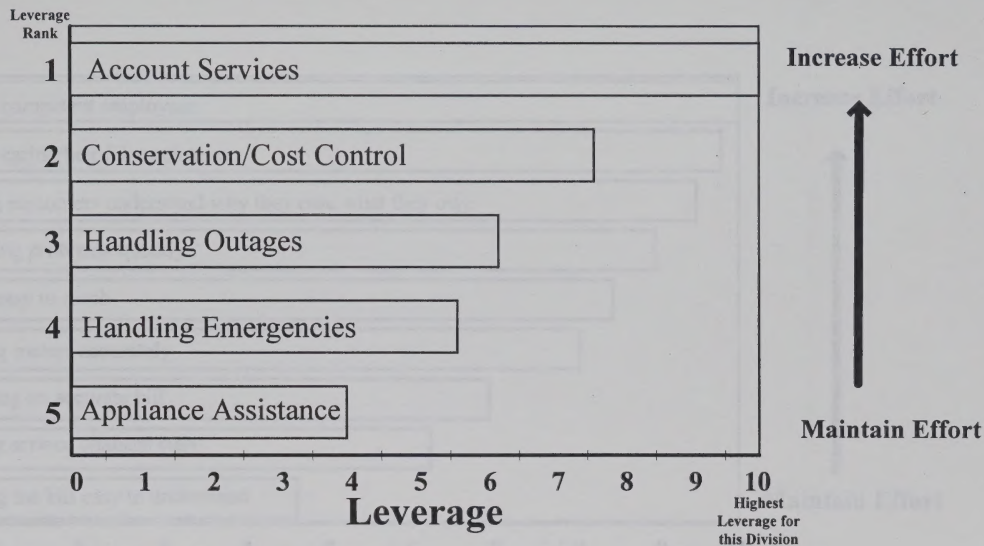


Figure 1. Net Impression Example

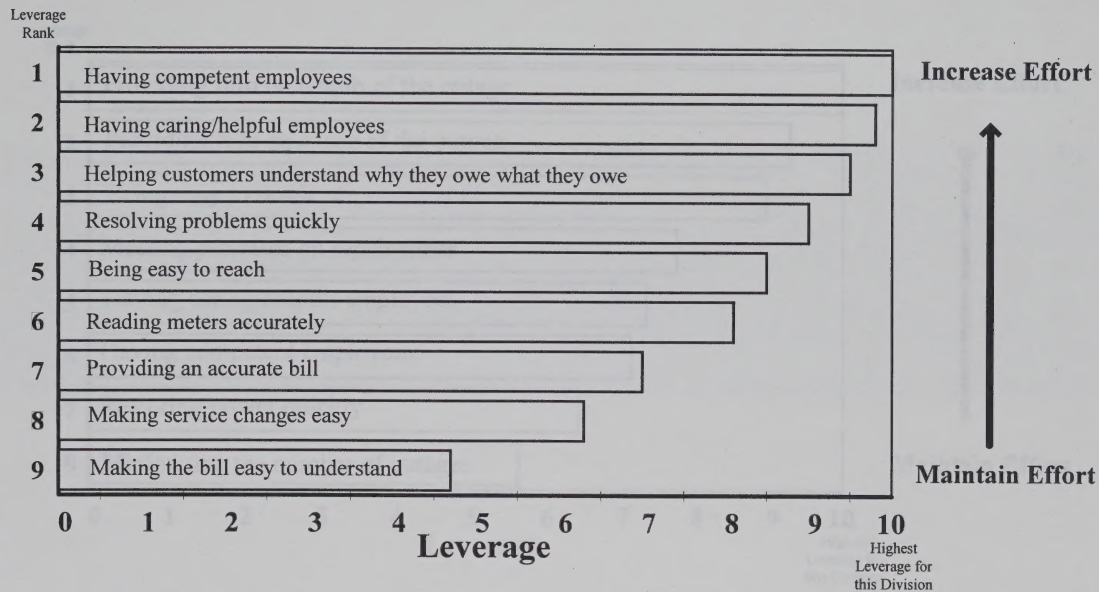






**Figure 2. Sacramento Division has the Greatest Opportunity for Improvement in Account Services**

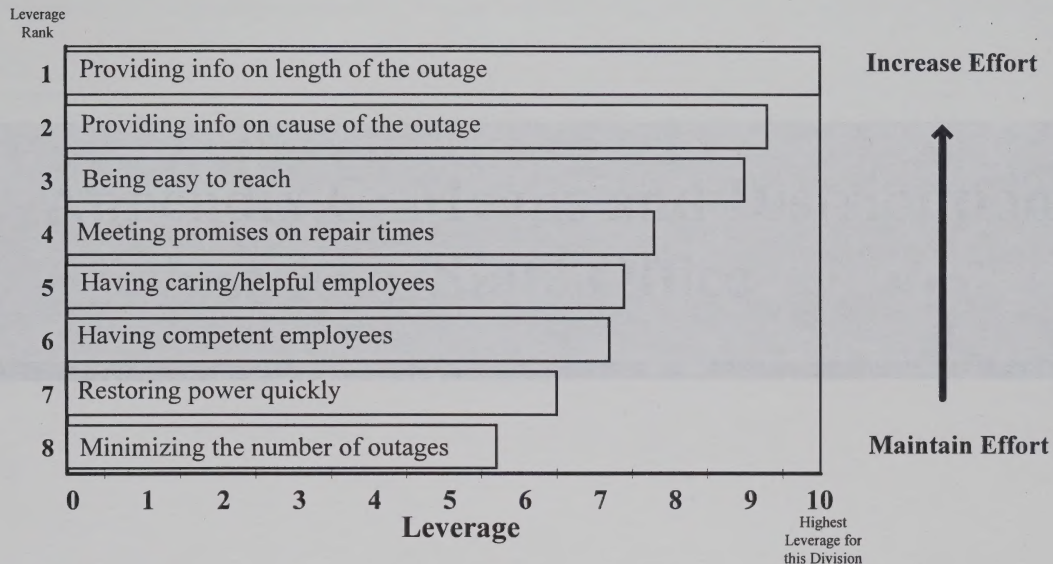




**Figure 3. Ways to Improve Account Services**







**Figure 4. Ways to Improve Handling Outages**



## **Appendix C: Means and Distribution by State Office**





		ADMINNEW											Overall Company
		AZ	CA	CO	ES	ID	MT	NM	NV	OR	UT	WY	
OVERALL BLM PERFORMANCE	Mean	5.88	5.91	5.57	5.99	5.69	5.77	6.07	5.45	5.79	5.69	5.83	5.79
	Count	106	96	115	114	106	109	107	105	119	108	112	1197

Wild Horse and Burro

### Pre-Adoption Process Arena

		ADMINNEW											Overall Company
		AZ	CA	CO	ES	ID	MT	NM	NV	OR	UT	WY	
PROVIDING INFORMATION ABOUT THE WILD HORSE AND BURRO ADOPTION PROCESS	Mean	5.93	5.98	6.05	5.93	5.81	5.75	6.00	5.82	5.88	5.97	5.74	5.90
	Count	106	92	114	113	106	109	106	102	119	108	112	1187
HAVING FAIR SCREENING FOR YOUR HOURS/BURRO FACILITIES	Mean	5.43	5.13	5.42	6.06	5.52	5.92	6.07	5.77	5.83	5.57	5.70	5.68
	Count	103	89	109	108	101	105	103	102	104	105	105	1134
PROVIDING NEEDED INFORMATION ABOUT THE HORSE AND BURROS	Mean	5.83	6.06	5.74	6.11	5.78	5.87	6.00	5.88	5.95	5.89	5.79	5.90
	Count	106	96	114	109	104	107	108	104	117	106	112	1183
PROVIDING INFORMATION ABOUT WHAT IS NEEDED AT TIME OF ADOPTION	Mean	6.07	5.97	6.15	6.32	5.91	6.10	6.35	6.11	6.25	5.91	6.27	6.13
	Count	106	95	114	113	106	108	107	104	119	107	112	1191
PROVIDING TIMELY INFORMATION REGARDING ADOPTIONS	Mean	5.87	5.99	5.81	6.12	5.96	5.65	6.15	6.00	6.10	5.79	5.72	5.92
	Count	105	92	113	113	106	109	107	105	115	108	110	1183
HOW DO YOU RATE BLM HANDLING OF THE PRE-ADOPTION PROCESS	Mean	6.04	5.97	5.80	6.15	5.75	5.78	6.26	5.88	5.91	5.81	5.83	5.93
	Count	106	96	115	114	105	108	108	104	117	107	112	1192

Wild Horse and Burro

$$\frac{24.72}{6} = 5.79$$

5.91

$$\frac{6.28}{6} = 104.67$$



		ADMINNEW											Overall Company
		AZ	CA	CO	ES	ID	MT	NM	NV	OR	UT	WY	
RESPONDING TO YOUR QUESTIONS AND INFORMATION REQUESTS IN A TIMELY MANNER	Mean	6.12	6.23	6.15	6.19	6.08	6.10	6.24	6.18	6.34	6.00	6.06	6.16
	Count	99	94	110	113	100	105	102	100	115	101	111	1150
HAVING A FRIENDLY STAFF	Mean	6.41	6.68	6.45	6.59	6.31	6.50	6.59	6.43	6.60	6.39	6.52	6.50
	Count	106	97	114	114	107	108	108	104	118	109	112	1197
HAVING A KNOWLEDGEABLE STAFF	Mean	6.25	6.55	6.16	6.51	5.88	6.17	6.55	6.14	6.43	6.19	6.23	6.28
	Count	106	96	113	114	106	106	107	105	115	109	112	1189
EDUCATING ADOPTERS REGARDING POLICIES AND REGULATIONS	Mean	5.76	6.02	5.88	6.32	5.63	6.00	6.23	5.84	6.01	5.72	5.90	5.94
	Count	106	94	113	112	102	109	107	102	119	108	111	1183
PROVIDING AN OPPORTUNITY TO VIEW HORSES AND BURROS PRIOR TO ADOPTION	Mean	6.01	6.19	5.67	6.07	5.85	6.01	6.13	5.66	6.08	5.94	5.87	5.95
	Count	106	95	113	113	105	106	106	99	114	109	108	1174
TREATING HORSES AND BURROS HUMANELY	Mean	6.22	6.62	6.02	6.44	6.33	6.36	6.44	6.29	6.51	6.24	6.32	6.34
	Count	106	95	110	110	102	108	105	99	115	107	110	1167
BLM WILD HORSE AND BURRO ADOPTION PROCESS	Mean	6.11	6.07	5.94	6.14	5.88	6.01	6.31	5.75	6.18	6.01	6.26	6.06
	Count	106	95	115	114	106	109	107	104	118	109	111	1194

Wild Horse and Burro

### Post-Adoption Process Arena

		ADMINNEW									
		AZ	CA	CO	ES	ID	MT	NM	NV	OR	UT
RESPONDING IN A TIMELY MANNER TO INQUIRIES AND COMPLAINTS	Mean	5.82	6.28	5.88	6.14	5.92	6.08	6.22	5.67	5.87	5.63
	Count	72	57	84	81	74	78	76	69	79	75
PROVIDING SUPPORT AND INFORMATION TO FIRST TIME ADOPTERS	Mean	5.81	6.04	5.64	6.07	5.72	5.96	6.21	5.75	5.93	5.70
	Count	100	90	109	110	103	105	103	100	112	105
ENFORCING LIMITS ON THE NUMBER OF HORSES AND BURROS ACQUIRED AT EACH ADOPTION	Mean	5.80	6.03	5.66	6.31	5.98	5.99	6.13	5.59	6.08	5.88
	Count	87	69	94	105	94	103	102	80	96	96
PROVIDING FEEDBACK TO PEOPLE WHO COMPLAIN	Mean	5.21	5.76	5.22	5.69	5.71	5.90	5.94	5.49	6.02	5.23
	Count	47	38	60	54	55	52	49	51	45	52
ENFORCING RULES TO ENSURE THAT ADOPTERS PROVIDE PROPER FACILITIES, CARE, AND HUMANE TREATMENT FOR HORSES AND BURROS	Mean	5.31	5.38	5.04	5.63	5.35	5.80	6.24	5.40	5.53	5.33
	Count	98	85	104	101	99	101	102	99	102	97
CONTACTING YOU IN A TIMELY MANNER TO GET TITLE FOR YOUR HORSE AND BURRO	Mean	6.14	6.39	6.15	6.09	5.94	6.15	6.31	6.17	6.33	5.96
	Count	66	75	86	86	67	79	77	70	86	81
HOW TO YOU RATE BLM POST ADOPTION PROCESS	Mean	5.83	6.02	5.65	6.03	5.71	6.03	6.20	5.73	6.01	5.62
	Count	103	94	110	109	105	104	106	99	113	103





# Post-Adoption Process Arena

		AD MI NN WY	Overall Company
RESPONDING IN A TIMELY MANNER TO INQUIRIES AND COMPLAINTS	Mean	6.13	5.96
	Count	79	824
PROVIDING SUPPORT AND INFORMATION TO FIRST TIME ADOPTERS	Mean	6.01	5.90
	Count	108	1145
ENFORCING LIMITS ON THE NUMBER OF HORSES AND BURROS ACQUIRED AT EACH ADOPTION	Mean	6.15	5.97
	Count	97	1023
PROVIDING FEEDBACK TO PEOPLE WHO COMPLAIN	Mean	5.80	5.62
	Count	55	558
ENFORCING RULES TO ENSURE THAT ADOPTERS PROVIDE PROPER FACILITIES, CARE, AND HUMANE TREATMENT FOR HORSES AND BURROS	Mean	5.51	5.50
	Count	96	1084
CONTACTING YOU IN A TIMELY MANNER TO GET TITLE FOR YOUR HORSE AND BURRO	Mean	6.30	6.18
	Count	94	867
HOW TO YOU RATE BLM POST ADOPTION PROCESS	Mean	6.11	5.91
	Count	109	1155

Wild Horse and Burro

## Education Program on Wild Horse and Burro Adoption Arena

		ADMINNEW											Overall Company
		AZ	CA	CO	ES	ID	MT	NM	NV	OR	UT	WY	
INFORMING POTENTIAL ADOPTERS ABOUT THE SPECIFIC CHARACTERISTICS OF WILD HORSES AND BURROS	Mean	5.41	5.40	5.14	5.92	5.31	5.69	5.89	5.30	5.49	5.34	5.44	5.49
	Count	103	90	112	114	105	106	105	99	116	107	111	1168
PROVIDING CLASSES FOR POTENTIAL ADOPTERS ON HOW TO HANDLE THEIR WILD HORSE OR BURRO	Mean	4.55	4.17	3.83	5.19	4.19	4.60	4.77	3.99	4.14	3.81	4.77	4.38
	Count	85	60	84	94	85	81	75	79	88	78	94	903
ADVERTISING ADOPTIONS EFFECTIVELY	Mean	5.46	5.07	5.14	5.35	5.39	5.12	5.64	4.85	4.98	5.24	5.23	5.23
	Count	105	88	111	113	105	104	107	101	113	104	110	1161
HOW DO YOU RATE BLM EDUCATION PROGRAM ON WILD HORSES	Mean	5.35	5.33	4.95	5.65	5.16	5.38	5.60	5.01	5.18	5.12	5.40	5.29
	Count	105	91	111	110	104	108	104	96	114	103	112	1158

Wild Horse and Burro



# Overall Satisfaction

		ADMINNEW													
		AZ		CA		CO		ES		ID		MT		NM	
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
OVERALL BLM PERFORMANCE	1=NEED MAJOR IMPROVEMENT	3	2.8%			1	.9%					1	.9%	1	.9%
	2	1	.9%			4	3.5%	1	.9%	1	.9%	1	.9%		
	3	1	.9%	3	3.1%	3	2.6%	2	1.8%	2	1.9%	1	.9%	1	.9%
	4	4	3.8%	6	6.3%	7	6.1%	8	7.0%	5	4.7%	4	3.7%	6	5.6%
	5	25	23.6%	23	24.0%	36	31.3%	23	20.2%	38	35.8%	35	32.1%	18	16.8%
	6	30	28.3%	29	30.2%	33	28.7%	32	28.1%	35	33.0%	37	33.9%	35	32.7%
	7=THEY ARE EXCELLENT	42	39.6%	35	36.5%	31	27.0%	48	42.1%	25	23.6%	30	27.5%	46	43.0%

## Overall Satisfaction

		ADMINNEW								Overall Company	
		NV		OR		UT		WY		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %		
OVERALL BLM PERFORMANCE	1=NEED MAJOR IMPROVEMENT			1	.8%	1	.9%	1	.9%	9	.8%
	2	1	1.0%							9	.8%
	3	5	4.8%	2	1.7%	5	4.6%	1	.9%	26	2.2%
	4	13	12.4%	10	8.4%	11	10.2%	9	8.0%	83	6.9%
	5	34	32.4%	27	22.7%	23	21.3%	26	23.2%	308	25.7%
	6	31	29.5%	46	38.7%	36	33.3%	42	37.5%	386	32.2%
	7=THEY ARE EXCELLENT	21	20.0%	33	27.7%	32	29.6%	33	29.5%	376	31.4%

Wild Horse and Burro





# Pre-Adoption Process Arena

		ADMINNEW												
		AZ		CA		CO		ES		ID		MT		NM
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count
PROVIDING INFORMATION ABOUT THE WILD HORSE AND BURRO ADOPTION PROCESS	1=NEED MAJOR IMPROVEMENT	1	.9%	1	1.1%			4	3.5%			2	1.8%	1
	2			1	1.1%	2	1.8%	1	.9%			2	1.8%	1
	3	6	5.7%	4	4.3%	2	1.8%	4	3.5%	6	5.7%	3	2.8%	2
	4	6	5.7%	2	2.2%	5	4.4%	4	3.5%	7	6.6%	10	9.2%	6
	5	22	20.8%	22	23.9%	23	20.2%	18	15.9%	29	27.4%	24	22.0%	25
	6	21	19.8%	17	18.5%	29	25.4%	28	24.8%	23	21.7%	24	22.0%	19
	7=THEY ARE EXCELLENT	50	47.2%	45	48.9%	53	46.5%	54	47.8%	41	38.7%	44	40.4%	52
HAVING FAIR SCREENING FOR YOUR HOURS/BURRO FACILITIES	1=NEED MAJOR IMPROVEMENT	8	7.8%	8	9.0%	4	3.7%	1	.9%	5	5.0%	1	1.0%	4
	2	6	5.8%	4	4.5%	3	2.8%	1	.9%			3	2.9%	1
	3	2	1.9%	10	11.2%	9	8.3%	1	.9%	4	4.0%	5	4.8%	1
	4	6	5.8%	6	6.7%	8	7.3%	7	6.5%	7	6.9%	3	2.9%	2
	5	17	16.5%	15	16.9%	27	24.8%	19	17.6%	29	28.7%	17	16.2%	16
	6	24	23.3%	10	11.2%	19	17.4%	27	25.0%	24	23.8%	29	27.6%	25
	7=THEY ARE EXCELLENT	40	38.8%	36	40.4%	39	35.8%	52	48.1%	32	31.7%	47	44.8%	54
PROVIDING NEEDED INFORMATION ABOUT THE HORSE AND BURROS	1=NEED MAJOR IMPROVEMENT	2	1.9%	1	1.0%	3	2.6%					2	1.9%	4
	2	2	1.9%			2	1.8%	1	.9%	1	1.0%	1	.9%	
	3	5	4.7%	5	5.2%	6	5.3%	5	4.6%	6	5.8%	3	2.8%	5
	4	9	8.5%	6	6.3%	7	6.1%	11	10.1%	7	6.7%	6	5.6%	5
	5	16	15.1%	17	17.7%	26	22.8%	11	10.1%	25	24.0%	27	25.2%	17
	6	23	21.7%	12	12.5%	19	16.7%	17	15.6%	27	26.0%	20	18.7%	15
	7=THEY ARE EXCELLENT	49	46.2%	55	57.3%	51	44.7%	64	58.7%	38	36.5%	48	44.9%	62
PROVIDING INFORMATION ABOUT WHAT IS NEEDED AT TIME OF ADOPTION	1=NEED MAJOR IMPROVEMENT	2	1.9%	2	2.1%	1	.9%	1	.9%	1	.9%	2	1.9%	
	2	1	.9%	1	1.1%	1	.9%			2	1.9%	2	1.9%	1
	3	6	5.7%	2	2.1%	5	4.4%	4	3.5%	3	2.8%	2	1.9%	2
	4	3	2.8%	10	10.5%	3	2.6%	4	3.5%	7	6.6%	4	3.7%	7
	5	16	15.1%	13	13.7%	16	14.0%	13	11.5%	20	18.9%	16	14.8%	10
	6	17	16.0%	17	17.9%	25	21.9%	17	15.0%	27	25.5%	23	21.3%	16
	7=THEY ARE EXCELLENT	61	57.5%	50	52.6%	63	55.3%	74	65.5%	46	43.4%	59	54.6%	71
PROVIDING TIMELY INFORMATION REGARDING ADOPTIONS	1=NEED MAJOR IMPROVEMENT	2	1.9%			1	.9%	1	.9%			2	1.8%	2
	2	2	1.9%	1	1.1%	3	2.7%	2	1.8%	1	.9%	7	6.4%	
	3	4	3.8%	3	3.3%	7	6.2%	5	4.4%	2	1.9%	3	2.8%	2
	4	5	4.8%	5	5.4%	11	9.7%	3	2.7%	9	8.5%	9	8.3%	



# Pre-Adoption Process Arena

		ADMINNEW												
		AZ		CA		CO		ES		ID		MT		NM
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count
PROVIDING TIMELY INFORMATION REGARDING ADOPTIONS	5	23	21.9%	19	20.7%	14	12.4%	17	15.0%	20	18.9%	19	17.4%	19
	6	20	19.0%	23	25.0%	24	21.2%	20	17.7%	30	28.3%	23	21.1%	21
	7=THEY ARE EXCELLENT	49	46.7%	41	44.6%	53	46.9%	65	57.5%	44	41.5%	46	42.2%	59
HOW DO YOU RATE BLM HANDLING OF THE PRE-ADOPTION PROCESS	1=NEED MAJOR IMPROVEMENT	3	2.8%	4	4.2%	3	2.6%	2	1.8%	2	1.9%	5	4.6%	1
	2					3	2.6%	1	.9%	1	1.0%	1	.9%	
	3	3	2.8%	2	2.1%	4	3.5%	3	2.6%	2	1.9%	2	1.9%	
	4	3	2.8%	4	4.2%	5	4.3%	3	2.6%	5	4.8%	6	5.6%	2
	5	19	17.9%	17	17.7%	19	16.5%	13	11.4%	30	28.6%	20	18.5%	23
	6	25	23.6%	21	21.9%	36	31.3%	33	28.9%	31	29.5%	31	28.7%	22
	7=THEY ARE EXCELLENT	53	50.0%	48	50.0%	45	39.1%	59	51.8%	34	32.4%	43	39.8%	60







**Pre-Adoption Process Arena**

		ADMINNEW									Overall Company	
		NM	NV		OR		UT		WY		Count	Col %
		Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
PROVIDING INFORMATION ABOUT THE WILD HORSE AND BURRO ADOPTION PROCESS	1=NEED MAJOR IMPROVEMENT	.9%			1	.8%	1	.9%	2	1.8%	13	1.1%
	2	.9%	1	1.0%	2	1.7%	2	1.9%	2	1.8%	14	1.2%
	3	1.9%	5	4.9%	7	5.9%	2	1.9%	3	2.7%	44	3.7%
	4	5.7%	9	8.8%	8	6.7%	4	3.7%	11	9.8%	72	6.1%
	5	23.6%	20	19.6%	19	16.0%	24	22.2%	24	21.4%	250	21.1%
	6	17.9%	28	27.5%	27	22.7%	27	25.0%	26	23.2%	269	22.7%
	7=THEY ARE EXCELLENT	49.1%	39	38.2%	55	46.2%	48	44.4%	44	39.3%	525	44.2%
HAVING FAIR SCREENING FOR YOUR HOURS/BURRO FACILITIES	1=NEED MAJOR IMPROVEMENT	3.9%	1	1.0%	2	1.9%	4	3.8%	1	1.0%	39	3.4%
	2	1.0%	3	2.9%	2	1.9%	3	2.9%	2	1.9%	28	2.5%
	3	1.0%	7	6.9%	3	2.9%	4	3.8%	2	1.9%	48	4.2%
	4	1.9%	5	4.9%	10	9.6%	7	6.7%	12	11.4%	73	6.4%
	5	15.5%	19	18.6%	20	19.2%	21	20.0%	23	21.9%	223	19.7%
	6	24.3%	23	22.5%	18	17.3%	32	30.5%	31	29.5%	262	23.1%
	7=THEY ARE EXCELLENT	52.4%	44	43.1%	49	47.1%	34	32.4%	34	32.4%	461	40.7%
PROVIDING NEEDED INFORMATION ABOUT THE HORSE AND BURROS	1=NEED MAJOR IMPROVEMENT	3.7%	1	1.0%	1	.9%	2	1.9%			16	1.4%
	2		3	2.9%	2	1.7%	1	.9%	5	4.5%	18	1.5%
	3	4.6%	6	5.8%	5	4.3%	2	1.9%	4	3.6%	52	4.4%
	4	4.6%	7	6.7%	2	1.7%	4	3.8%	8	7.1%	72	6.1%
	5	15.7%	12	11.5%	25	21.4%	30	28.3%	21	18.8%	227	19.2%
	6	13.9%	27	26.0%	31	26.5%	21	19.8%	28	25.0%	240	20.3%
	7=THEY ARE EXCELLENT	57.4%	48	46.2%	51	43.6%	46	43.4%	46	41.1%	558	47.2%
PROVIDING INFORMATION ABOUT WHAT IS NEEDED AT TIME OF ADOPTION	1=NEED MAJOR IMPROVEMENT		1	1.0%			2	1.9%	1	.9%	13	1.1%
	2	.9%			1	.8%	1	.9%	1	.9%	11	.9%
	3	1.9%	3	2.9%	1	.8%	4	3.7%			32	2.7%
	4	6.5%	6	5.8%	3	2.5%	8	7.5%	7	6.3%	62	5.2%
	5	9.3%	15	14.4%	18	15.1%	18	16.8%	10	8.9%	165	13.9%
	6	15.0%	27	26.0%	35	29.4%	24	22.4%	30	26.8%	258	21.7%
	7=THEY ARE EXCELLENT	66.4%	52	50.0%	61	51.3%	50	46.7%	63	56.3%	650	54.6%
PROVIDING TIMELY INFORMATION REGARDING ADOPTIONS	1=NEED MAJOR IMPROVEMENT	1.9%			2	1.7%	1	.9%	1	.9%	12	1.0%
	2		3	2.9%	3	2.6%	4	3.7%	3	2.7%	29	2.5%
	3	1.9%	7	6.7%	4	3.5%	1	.9%	5	4.5%	43	3.6%
	4	3.7%	6	5.7%	2	1.7%	8	7.4%	11	10.0%	73	6.2%



# Pre-Adoption Process Arena

		ADMINNEW										Overall Company	
		NM	NV		OR		UT		WY		Count	Col %	
		Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %			
PROVIDING TIMELY INFORMATION REGARDING ADOPTIONS	5	17.8%	11	10.5%	10	8.7%	25	23.1%	23	20.9%	200	16.9%	
	6	19.6%	22	21.0%	35	30.4%	27	25.0%	21	19.1%	266	22.5%	
	7=THEY ARE EXCELLENT	55.1%	56	53.3%	59	51.3%	42	38.9%	46	41.8%	560	47.3%	
HOW DO YOU RATE BLM HANDLING OF THE PRE-ADOPTION PROCESS	1=NEED MAJOR IMPROVEMENT	.9%	1	1.0%	3	2.6%	3	2.8%	1	.9%	28	2.3%	
	2		2	1.9%	2	1.7%	4	3.7%	3	2.7%	17	1.4%	
	3		4	3.8%	5	4.3%	3	2.8%	2	1.8%	30	2.5%	
	4	1.9%	7	6.7%	4	3.4%	2	1.9%	6	5.4%	47	3.9%	
	5	21.3%	13	12.5%	17	14.5%	18	16.8%	26	23.2%	215	18.0%	
	6	20.4%	37	35.6%	34	29.1%	35	32.7%	32	28.6%	337	28.3%	
	7=THEY ARE EXCELLENT	55.6%	40	38.5%	52	44.4%	42	39.3%	42	37.5%	518	43.5%	

Wild Horse and Burro





# Wild Horse and Burro Adoption Process Arena

		ADMINNEW												
		AZ		CA		CO		ES		ID		MT		NM
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count
RESPONDING TO YOUR QUESTIONS AND INFORMATION REQUESTS IN A TIMELY MANNER	1=NEED MAJOR IMPROVEMENT	1	1.0%	1	1.1%	1	.9%	3	2.7%			2	1.9%	2
	2	1	1.0%	1	1.1%	3	2.7%	1	.9%					
	3	4	4.0%	1	1.1%	1	.9%			2	2.0%	2	1.9%	1
	4	5	5.1%	6	6.4%	5	4.5%	6	5.3%	5	5.0%	3	2.9%	4
	5	12	12.1%	9	9.6%	13	11.8%	13	11.5%	21	21.0%	18	17.1%	16
	6	21	21.2%	21	22.3%	27	24.5%	24	21.2%	27	27.0%	29	27.6%	18
	7=THEY ARE EXCELLENT	55	55.6%	55	58.5%	60	54.5%	66	58.4%	45	45.0%	51	48.6%	61
HAVING A FRIENDLY STAFF	1=NEED MAJOR IMPROVEMENT	3	2.8%			1	.9%	1	.9%					
	2	2	1.9%			3	2.6%					1	.9%	1
	3	1	.9%	1	1.0%	1	.9%			2	1.9%			
	4	1	.9%	1	1.0%	1	.9%	3	2.6%	3	2.8%	2	1.9%	1
	5	5	4.7%	3	3.1%	8	7.0%	4	3.5%	18	16.8%	5	4.6%	9
	6	18	17.0%	18	18.6%	19	16.7%	24	21.1%	21	19.6%	33	30.6%	18
	7=THEY ARE EXCELLENT	76	71.7%	74	76.3%	81	71.1%	82	71.9%	63	58.9%	67	62.0%	79
HAVING A KNOWLEDGEABLE STAFF	1=NEED MAJOR IMPROVEMENT	3	2.8%			1	.9%	2	1.8%			1	.9%	
	2	1	.9%			2	1.8%			2	1.9%			
	3	1	.9%	2	2.1%	3	2.7%			5	4.7%			1
	4	3	2.8%	1	1.0%	4	3.5%	2	1.8%	7	6.6%	5	4.7%	2
	5	15	14.2%	6	6.3%	13	11.5%	9	7.9%	19	17.9%	17	16.0%	8
	6	13	12.3%	20	20.8%	29	25.7%	20	17.5%	30	28.3%	33	31.1%	22
	7=THEY ARE EXCELLENT	70	66.0%	67	69.8%	61	54.0%	81	71.1%	43	40.6%	50	47.2%	74
EDUCATING ADOPTERS REGARDING POLICIES AND REGULATIONS	1=NEED MAJOR IMPROVEMENT	2	1.9%			1	.9%	1	.9%	1	1.0%	1	.9%	
	2	2	1.9%			1	.9%			2	2.0%	1	.9%	
	3	4	3.8%	7	7.4%	6	5.3%	2	1.8%	4	3.9%	3	2.8%	1
	4	9	8.5%	4	4.3%	6	5.3%	5	4.5%	14	13.7%	3	2.8%	7
	5	25	23.6%	15	16.0%	20	17.7%	12	10.7%	18	17.6%	24	22.0%	16
	6	16	15.1%	22	23.4%	34	30.1%	23	20.5%	30	29.4%	29	26.6%	25
	7=THEY ARE EXCELLENT	48	45.3%	46	48.9%	45	39.8%	69	61.6%	33	32.4%	48	44.0%	58
PROVIDING AN OPPORTUNITY TO VIEW HORSES AND BURROS PRIOR TO ADOPTION	1=NEED MAJOR IMPROVEMENT	2	1.9%			2	1.8%	3	2.7%	1	1.0%			3
	2	2	1.9%	1	1.1%	2	1.8%	2	1.8%	4	3.8%	2	1.9%	
	3	3	2.8%	3	3.2%	9	8.0%	4	3.5%			1	.9%	2
	4	6	5.7%	6	6.3%	12	10.6%	5	4.4%	9	8.6%	14	13.2%	4



# Wild Horse and Burro Adoption Process Arena

		ADMINNEW												
		AZ		CA		CO		ES		ID		MT		NM
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count
PROVIDING AN OPPORTUNITY TO VIEW HORSES AND BURROS PRIOR TO ADOPTION	5	13	12.3%	12	12.6%	19	16.8%	13	11.5%	22	21.0%	12	11.3%	17
	6	27	25.5%	18	18.9%	18	15.9%	20	17.7%	24	22.9%	25	23.6%	20
	7=THEY ARE EXCELLENT	53	50.0%	55	57.9%	51	45.1%	66	58.4%	45	42.9%	52	49.1%	60
TREATING HORSES AND BURROS HUMANELY	1=NEED MAJOR IMPROVEMENT	3	2.8%	1	1.1%	3	2.7%	2	1.8%	1	1.0%			2
	2	2	1.9%			3	2.7%	1	.9%	1	1.0%	1	.9%	
	3	2	1.9%			2	1.8%	1	.9%	1	1.0%	1	.9%	1
	4	2	1.9%			6	5.5%	3	2.7%	2	2.0%	4	3.7%	3
	5	10	9.4%	7	7.4%	12	10.9%	7	6.4%	11	10.8%	8	7.4%	10
	6	21	19.8%	16	16.8%	25	22.7%	18	16.4%	25	24.5%	32	29.6%	14
	7=THEY ARE EXCELLENT	66	62.3%	71	74.7%	59	53.6%	78	70.9%	61	59.8%	62	57.4%	75
BLM WILD HORSE AND BURRO ADOPTION PROCESS	1=NEED MAJOR IMPROVEMENT	3	2.8%	2	2.1%	5	4.3%	2	1.8%	2	1.9%	1	.9%	1
	2					1	.9%							
	3	1	.9%	3	3.2%	1	.9%			1	.9%	2	1.8%	
	4	5	4.7%	4	4.2%	4	3.5%	9	7.9%	5	4.7%	6	5.5%	4
	5	14	13.2%	12	12.6%	16	13.9%	13	11.4%	25	23.6%	16	14.7%	13
	6	29	27.4%	28	29.5%	39	33.9%	33	28.9%	38	35.8%	44	40.4%	30
	7=THEY ARE EXCELLENT	54	50.9%	46	48.4%	49	42.6%	57	50.0%	35	33.0%	40	36.7%	59







# Wild Horse and Burro Adoption Process Arena

		ADMINNEW									Overall Company	
		NM	NV		OR		UT		WY		Count	Col %
		Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
RESPONDING TO YOUR QUESTIONS AND INFORMATION REQUESTS IN A TIMELY MANNER	1=NEED MAJOR IMPROVEMENT	2.0%	1	1.0%	1	.9%	1	1.0%	1	.9%	14	1.2%
	2		2	2.0%			3	3.0%			11	1.0%
	3	1.0%	2	2.0%	1	.9%	1	1.0%	2	1.8%	17	1.5%
	4	3.9%	3	3.0%	2	1.7%	4	4.0%	5	4.5%	48	4.2%
	5	15.7%	10	10.0%	16	13.9%	19	18.8%	17	15.3%	164	14.3%
	6	17.6%	29	29.0%	28	24.3%	26	25.7%	41	36.9%	291	25.3%
	7=THEY ARE EXCELLENT	59.8%	53	53.0%	67	58.3%	47	46.5%	45	40.5%	605	52.6%
HAVING A FRIENDLY STAFF	1=NEED MAJOR IMPROVEMENT								1	.9%	6	.5%
	2	.9%					3	2.8%			10	.8%
	3		1	1.0%	2	1.7%	1	.9%			9	.8%
	4	.9%	6	5.8%	3	2.5%	3	2.8%			24	2.0%
	5	8.3%	10	9.6%	5	4.2%	8	7.3%	11	9.8%	86	7.2%
	6	16.7%	17	16.3%	20	16.9%	22	20.2%	26	23.2%	236	19.7%
	7=THEY ARE EXCELLENT	73.1%	70	67.3%	88	74.6%	72	66.1%	74	66.1%	826	69.0%
HAVING A KNOWLEDGEABLE STAFF	1=NEED MAJOR IMPROVEMENT				1	.9%			1	.9%	9	.8%
	2		3	2.9%			2	1.8%	2	1.8%	12	1.0%
	3	.9%	2	1.9%	2	1.7%	1	.9%	1	.9%	18	1.5%
	4	1.9%	7	6.7%	4	3.5%	3	2.8%	1	.9%	39	3.3%
	5	7.5%	9	8.6%	5	4.3%	17	15.6%	14	12.5%	132	11.1%
	6	20.6%	28	26.7%	29	25.2%	31	28.4%	35	31.3%	290	24.4%
	7=THEY ARE EXCELLENT	69.2%	56	53.3%	74	64.3%	55	50.5%	58	51.8%	689	57.9%
EDUCATING ADOPTERS REGARDING POLICIES AND REGULATIONS	1=NEED MAJOR IMPROVEMENT		1	1.0%	1	.8%	1	.9%	2	1.8%	11	.9%
	2		2	2.0%	1	.8%	1	.9%			10	.8%
	3	.9%					3	2.8%			30	2.5%
	4	6.5%	7	6.9%	11	9.2%	14	13.0%	5	4.5%	85	7.2%
	5	15.0%	29	28.4%	21	17.6%	20	18.5%	33	29.7%	233	19.7%
	6	23.4%	23	22.5%	32	26.9%	33	30.6%	29	26.1%	296	25.0%
	7=THEY ARE EXCELLENT	54.2%	40	39.2%	53	44.5%	36	33.3%	42	37.8%	518	43.8%
PROVIDING AN OPPORTUNITY TO VIEW HORSES AND BURROS PRIOR TO ADOPTION	1=NEED MAJOR IMPROVEMENT	2.8%	4	4.0%	1	.9%	2	1.8%	2	1.9%	20	1.7%
	2		1	1.0%	2	1.8%	2	1.8%	2	1.9%	20	1.7%
	3	1.9%	7	7.1%	3	2.6%			4	3.7%	36	3.1%
	4	3.8%	6	6.1%	11	9.6%	10	9.2%	7	6.5%	90	7.7%



# Wild Horse and Burro Adoption Process Arena

		ADMINNEW									Overall Company	
		NM	NV		OR		UT		WY		Count	Col %
		Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
PROVIDING AN OPPORTUNITY TO VIEW HORSES AND BURROS PRIOR TO ADOPTION	5	16.0%	21	21.2%	11	9.6%	16	14.7%	21	19.4%	177	15.1%
	6	18.9%	16	16.2%	22	19.3%	31	28.4%	21	19.4%	242	20.6%
	7=THEY ARE EXCELLENT	56.6%	44	44.4%	64	56.1%	48	44.0%	51	47.2%	589	50.2%
TREATING HORSES AND BURROS HUMANELY	1=NEED MAJOR IMPROVEMENT	1.9%	2	2.0%			2	1.9%	1	.9%	17	1.5%
	2		2	2.0%	1	.9%	2	1.9%	1	.9%	14	1.2%
	3	1.0%	1	1.0%	2	1.7%	2	1.9%	1	.9%	14	1.2%
	4	2.9%	1	1.0%	2	1.7%	3	2.8%	5	4.5%	31	2.7%
	5	9.5%	9	9.1%	7	6.1%	5	4.7%	10	9.1%	96	8.2%
	6	13.3%	23	23.2%	23	20.0%	32	29.9%	25	22.7%	254	21.8%
	7=THEY ARE EXCELLENT	71.4%	61	61.6%	80	69.6%	61	57.0%	67	60.9%	741	63.5%
BLM WILD HORSE AND BURRO ADOPTION PROCESS	1=NEED MAJOR IMPROVEMENT	.9%	2	1.9%	1	.8%	1	.9%			20	1.7%
	2		2	1.9%	1	.8%	1	.9%			5	.4%
	3		6	5.8%	1	.8%	4	3.7%			19	1.6%
	4	3.7%	3	2.9%	5	4.2%	4	3.7%	3	2.7%	52	4.4%
	5	12.1%	22	21.2%	14	11.9%	15	13.8%	16	14.4%	176	14.7%
	6	28.0%	31	29.8%	39	33.1%	39	35.8%	41	36.9%	391	32.7%
	7=THEY ARE EXCELLENT	55.1%	38	36.5%	57	48.3%	45	41.3%	51	45.9%	531	44.5%

Wild Horse and Burro







# Post-Adoption Process Arena

		ADMINNEW											
		AZ		CA		CO		ES		ID		MT	
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
RESPONDING IN A TIMELY MANNER TO INQUIRIES AND COMPLAINTS	1=NEED MAJOR IMPROVEMENT	3	4.2%			5	6.0%	1	1.2%				
	2	4	5.6%			1	1.2%	3	3.7%			3	3.8%
	3	2	2.8%	2	3.5%	1	1.2%	1	1.2%	1	1.4%		
	4	1	1.4%	1	1.8%	4	4.8%	4	4.9%	4	5.4%	4	5.1%
	5	10	13.9%	7	12.3%	13	15.5%	11	13.6%	22	29.7%	11	14.1%
	6	16	22.2%	16	28.1%	17	20.2%	11	13.6%	20	27.0%	23	29.5%
	7=THEY ARE EXCELLENT	36	50.0%	31	54.4%	43	51.2%	50	61.7%	27	36.5%	37	47.4%
PROVIDING SUPPORT AND INFORMATION TO FIRST TIME ADOPTERS	1=NEED MAJOR IMPROVEMENT	3	3.0%	1	1.1%	6	5.5%	3	2.7%	2	1.9%	2	1.9%
	2	3	3.0%			5	4.6%	1	.9%	1	1.0%	1	1.0%
	3	3	3.0%	5	5.6%	2	1.8%	2	1.8%	3	2.9%	2	1.9%
	4	8	8.0%	6	6.7%	7	6.4%	6	5.5%	8	7.8%	5	4.8%
	5	15	15.0%	12	13.3%	15	13.8%	15	13.6%	28	27.2%	21	20.0%
	6	20	20.0%	18	20.0%	28	25.7%	23	20.9%	23	22.3%	27	25.7%
	7=THEY ARE EXCELLENT	48	48.0%	48	53.3%	46	42.2%	60	54.5%	38	36.9%	47	44.8%
ENFORCING LIMITS ON THE NUMBER OF HORSES AND BURROS ACQUIRED AT EACH ADOPTION	1=NEED MAJOR IMPROVEMENT	4	4.6%	2	2.9%	6	6.4%					3	2.9%
	2	3	3.4%	1	1.4%	4	4.3%	1	1.0%	2	2.1%	1	1.0%
	3	5	5.7%	3	4.3%	2	2.1%	1	1.0%	4	4.3%	1	1.0%
	4	2	2.3%	2	2.9%	4	4.3%	4	3.8%	3	3.2%	7	6.8%
	5	12	13.8%	9	13.0%	15	16.0%	13	12.4%	15	16.0%	17	16.5%
	6	15	17.2%	14	20.3%	20	21.3%	25	23.8%	31	33.0%	22	21.4%
	7=THEY ARE EXCELLENT	46	52.9%	38	55.1%	43	45.7%	61	58.1%	39	41.5%	52	50.5%
PROVIDING FEEDBACK TO PEOPLE WHO COMPLAIN	1=NEED MAJOR IMPROVEMENT	2	4.3%	2	5.3%	9	15.0%	2	3.7%			1	1.9%
	2	3	6.4%	1	2.6%			1	1.9%	2	3.6%	1	1.9%
	3	4	8.5%	1	2.6%	3	5.0%	3	5.6%	2	3.6%	2	3.8%
	4	2	4.3%	3	7.9%	2	3.3%	4	7.4%	4	7.3%	2	3.8%
	5	12	25.5%	5	13.2%	10	16.7%	11	20.4%	13	23.6%	8	15.4%
	6	11	23.4%	7	18.4%	15	25.0%	8	14.8%	15	27.3%	16	30.8%
	7=THEY ARE EXCELLENT	13	27.7%	19	50.0%	21	35.0%	25	46.3%	19	34.5%	22	42.3%
ENFORCING RULES TO ENSURE THAT ADOPTERS PROVIDE PROPER FACILITIES, CARE, AND HUMANE TREATMENT FOR HORSES AND BURROS	1=NEED MAJOR IMPROVEMENT	9	9.2%	3	3.5%	9	8.7%	7	6.9%	2	2.0%		
	2	5	5.1%	6	7.1%	7	6.7%	3	3.0%	1	1.0%	4	4.0%
	3	7	7.1%	7	8.2%	6	5.8%	3	3.0%	15	15.2%	3	3.0%
	4	4	4.1%	8	9.4%	15	14.4%	7	6.9%	9	9.1%	10	9.9%



# Post-Adoption Process Arena

		ADMINNEW											
		AZ		CA		CO		ES		ID		MT	
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
ENFORCING RULES TO ENSURE THAT ADOPTERS PROVIDE PROPER FACILITIES, CARE, AND HUMANE TREATMENT FOR HORSES AND BURROS	5	15	15.3%	13	15.3%	15	14.4%	18	17.8%	19	19.2%	17	16.8%
	6	17	17.3%	12	14.1%	16	15.4%	12	11.9%	21	21.2%	25	24.8%
	7=THEY ARE EXCELLENT	41	41.8%	36	42.4%	36	34.6%	51	50.5%	32	32.3%	42	41.6%
CONTACTING YOU IN A TIMELY MANNER TO GET TITLE FOR YOUR HORSE AND BURRO	1=NEED MAJOR IMPROVEMENT	1	1.5%	2	2.7%	2	2.3%	3	3.5%	1	1.5%	2	2.5%
	2	1	1.5%			2	2.3%	3	3.5%				
	3	1	1.5%	2	2.7%	4	4.7%	1	1.2%	4	6.0%	1	1.3%
	4	2	3.0%	1	1.3%	4	4.7%	4	4.7%	4	6.0%	5	6.3%
	5	10	15.2%	3	4.0%	5	5.8%	8	9.3%	11	16.4%	12	15.2%
	6	16	24.2%	17	22.7%	13	15.1%	13	15.1%	15	22.4%	12	15.2%
	7=THEY ARE EXCELLENT	35	53.0%	50	66.7%	56	65.1%	54	62.8%	32	47.8%	47	59.5%
HOW TO YOU RATE BLM POST ADOPTION PROCESS	1=NEED MAJOR IMPROVEMENT	5	4.9%	3	3.2%	4	3.6%	2	1.8%	1	1.0%	2	1.9%
	2	2	1.9%			3	2.7%	1	.9%	2	1.9%		
	3	1	1.0%	4	4.3%	4	3.6%	1	.9%	3	2.9%		
	4	6	5.8%	3	3.2%	5	4.5%	7	6.4%	5	4.8%	5	4.8%
	5	14	13.6%	10	10.6%	27	24.5%	19	17.4%	29	27.6%	22	21.2%
	6	30	29.1%	29	30.9%	24	21.8%	26	23.9%	34	32.4%	30	28.8%
	7=THEY ARE EXCELLENT	45	43.7%	45	47.9%	43	39.1%	53	48.6%	31	29.5%	45	43.3%







# Post-Adoption Process Arena

		ADMINNEW										Overall Company	
		NM		NV		OR		UT		WY		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
RESPONDING IN A TIMELY MANNER TO INQUIRIES AND COMPLAINTS	1=NEED MAJOR IMPROVEMENT	2	2.6%	2	2.9%	3	3.8%	1	1.3%			17	2.1%
	2	1	1.3%	1	1.4%			3	4.0%	1	1.3%	17	2.1%
	3			6	8.7%	1	1.3%	3	4.0%			17	2.1%
	4	1	1.3%	5	7.2%	6	7.6%	6	8.0%	2	2.5%	38	4.6%
	5	12	15.8%	9	13.0%	16	20.3%	17	22.7%	18	22.8%	146	17.7%
	6	15	19.7%	18	26.1%	17	21.5%	18	24.0%	22	27.8%	193	23.4%
	7=THEY ARE EXCELLENT	45	59.2%	28	40.6%	36	45.6%	27	36.0%	36	45.6%	396	48.1%
PROVIDING SUPPORT AND INFORMATION TO FIRST TIME ADOPTERS	1=NEED MAJOR IMPROVEMENT			1	1.0%	1	.9%	2	1.9%	1	.9%	22	1.9%
	2	1	1.0%	4	4.0%	2	1.8%	4	3.8%	1	.9%	23	2.0%
	3	4	3.9%	7	7.0%	7	6.3%	5	4.8%	4	3.7%	44	3.8%
	4	6	5.8%	5	5.0%	4	3.6%	8	7.6%	5	4.6%	68	5.9%
	5	9	8.7%	16	16.0%	21	18.8%	17	16.2%	20	18.5%	189	16.5%
	6	24	23.3%	24	24.0%	22	19.6%	26	24.8%	25	23.1%	260	22.7%
	7=THEY ARE EXCELLENT	59	57.3%	43	43.0%	55	49.1%	43	41.0%	52	48.1%	539	47.1%
ENFORCING LIMITS ON THE NUMBER OF HORSES AND BURROS ACQUIRED AT EACH ADOPTION	1=NEED MAJOR IMPROVEMENT	3	2.9%	3	3.8%	2	2.1%	5	5.2%			28	2.7%
	2	1	1.0%	3	3.8%	1	1.0%	1	1.0%	1	1.0%	19	1.9%
	3	4	3.9%	4	5.0%			1	1.0%	1	1.0%	26	2.5%
	4	3	2.9%	5	6.3%	7	7.3%	7	7.3%	10	10.3%	54	5.3%
	5	11	10.8%	16	20.0%	13	13.5%	12	12.5%	13	13.4%	146	14.3%
	6	19	18.6%	17	21.3%	24	25.0%	24	25.0%	17	17.5%	228	22.3%
	7=THEY ARE EXCELLENT	61	59.8%	32	40.0%	49	51.0%	46	47.9%	55	56.7%	522	51.0%
PROVIDING FEEDBACK TO PEOPLE WHO COMPLAIN	1=NEED MAJOR IMPROVEMENT	1	2.0%	2	3.9%			5	9.6%			24	4.3%
	2	1	2.0%	2	3.9%	1	2.2%	2	3.8%	1	1.8%	15	2.7%
	3			4	7.8%			2	3.8%			21	3.8%
	4	4	8.2%	4	7.8%	4	8.9%	4	7.7%	3	5.5%	36	6.5%
	5	12	24.5%	7	13.7%	7	15.6%	10	19.2%	18	32.7%	113	20.3%
	6	5	10.2%	13	25.5%	13	28.9%	12	23.1%	16	29.1%	131	23.5%
	7=THEY ARE EXCELLENT	26	53.1%	19	37.3%	20	44.4%	17	32.7%	17	30.9%	218	39.1%
ENFORCING RULES TO ENSURE THAT ADOPTERS PROVIDE PROPER FACILITIES, CARE, AND HUMANE TREATMENT FOR HORSES AND BURROS	1=NEED MAJOR IMPROVEMENT	3	2.9%	4	4.0%	4	3.9%	5	5.2%	1	1.0%	47	4.3%
	2	2	2.0%	2	2.0%	3	2.9%	7	7.2%	5	5.2%	45	4.2%
	3	1	1.0%	9	9.1%	7	6.9%	5	5.2%	3	3.1%	66	6.1%
	4	4	3.9%	13	13.1%	13	12.7%	6	6.2%	10	10.4%	99	9.1%



# Post-Adoption Process Arena

		ADMINNEW										Overall Company	
		NM		NV		OR		UT		WY		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
ENFORCING RULES TO ENSURE THAT ADOPTERS PROVIDE PROPER FACILITIES, CARE, AND HUMANE TREATMENT FOR HORSES AND BURROS	5	6	5.9%	12	12.1%	12	11.8%	17	17.5%	23	24.0%	167	15.4%
	6	22	21.6%	25	25.3%	20	19.6%	25	25.8%	24	25.0%	219	20.2%
	7=THEY ARE EXCELLENT	64	62.7%	34	34.3%	43	42.2%	32	33.0%	30	31.3%	441	40.7%
	1=NEED MAJOR IMPROVEMENT	2	2.6%	2	2.9%	2	2.3%	3	3.7%	1	1.1%	21	2.4%
CONTACTING YOU IN A TIMELY MANNER TO GET TITLE FOR YOUR HORSE AND BURRO	2	1	1.3%	1	1.4%							8	.9%
	3	1	1.3%	2	2.9%	2	2.3%	4	4.9%	1	1.1%	23	2.7%
	4	5	6.5%	4	5.7%	2	2.3%	4	4.9%	4	4.3%	39	4.5%
	5	3	3.9%	6	8.6%	8	9.3%	11	13.6%	9	9.6%	86	9.9%
	6	11	14.3%	9	12.9%	16	18.6%	16	19.8%	26	27.7%	164	18.9%
	7=THEY ARE EXCELLENT	54	70.1%	46	65.7%	56	65.1%	43	53.1%	53	56.4%	526	60.7%
	1=NEED MAJOR IMPROVEMENT	1	.9%	1	1.0%			2	1.9%			21	1.8%
HOW TO YOU RATE BLM POST ADOPTION PROCESS	2			2	2.0%	2	1.8%			1	.9%	13	1.1%
	3			5	5.1%	4	3.5%	9	8.7%	1	.9%	32	2.8%
	4	7	6.6%	5	5.1%	2	1.8%	6	5.8%	4	3.7%	55	4.8%
	5	16	15.1%	20	20.2%	19	16.8%	24	23.3%	15	13.8%	215	18.6%
	6	26	24.5%	35	35.4%	42	37.2%	28	27.2%	46	42.2%	350	30.3%
	7=THEY ARE EXCELLENT	56	52.8%	31	31.3%	44	38.9%	34	33.0%	42	38.5%	469	40.6%

Wild Horse and Burro







# Education Program on Wild Horse and Burro Adoption Arena

		ADMINNEW												
		AZ		CA		CO		ES		ID		MT		NM
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count
INFORMING POTENTIAL ADOPTERS ABOUT THE SPECIFIC CHARACTERISTICS OF WILD HORSES AND BURROS	1=NEED MAJOR IMPROVEMENT	8	7.8%			4	3.6%	2	1.8%	1	1.0%	2	1.9%	2
	2	2	1.9%	3	3.3%	10	8.9%			3	2.9%			3
	3	2	1.9%	8	8.9%	6	5.4%	4	3.5%	12	11.4%	7	6.6%	5
	4	13	12.6%	15	16.7%	14	12.5%	12	10.5%	14	13.3%	5	4.7%	6
	5	18	17.5%	18	20.0%	18	16.1%	16	14.0%	22	21.0%	28	26.4%	17
	6	23	22.3%	16	17.8%	32	28.6%	27	23.7%	22	21.0%	28	26.4%	18
	7=THEY ARE EXCELLENT	37	35.9%	30	33.3%	28	25.0%	53	46.5%	31	29.5%	36	34.0%	54
PROVIDING CLASSES FOR POTENTIAL ADOPTERS ON HOW TO HANDLE THEIR WILD HORSE OR BURRO	1=NEED MAJOR IMPROVEMENT	12	14.1%	11	18.3%	21	25.0%	11	11.7%	11	12.9%	8	9.9%	12
	2	4	4.7%	10	16.7%	11	13.1%	4	4.3%	10	11.8%	8	9.9%	1
	3	12	14.1%	4	6.7%	5	6.0%	8	8.5%	8	9.4%	6	7.4%	10
	4	11	12.9%	4	6.7%	10	11.9%	3	3.2%	13	15.3%	15	18.5%	2
	5	11	12.9%	9	15.0%	14	16.7%	17	18.1%	19	22.4%	11	13.6%	17
	6	13	15.3%	8	13.3%	7	8.3%	9	9.6%	14	16.5%	15	18.5%	10
	7=THEY ARE EXCELLENT	22	25.9%	14	23.3%	16	19.0%	42	44.7%	10	11.8%	18	22.2%	23
ADVERTISING ADOPTIONS EFFECTIVELY	1=NEED MAJOR IMPROVEMENT	4	3.8%	5	5.7%	1	.9%	5	4.4%	1	1.0%	3	2.9%	5
	2	2	1.9%	4	4.5%	12	10.8%	1	.9%	7	6.7%	6	5.8%	2
	3	9	8.6%	7	8.0%	7	6.3%	11	9.7%	1	1.0%	10	9.6%	7
	4	11	10.5%	12	13.6%	14	12.6%	17	15.0%	21	20.0%	14	13.5%	9
	5	20	19.0%	21	23.9%	25	22.5%	19	16.8%	19	18.1%	23	22.1%	15
	6	19	18.1%	14	15.9%	21	18.9%	18	15.9%	23	21.9%	20	19.2%	20
	7=THEY ARE EXCELLENT	40	38.1%	25	28.4%	31	27.9%	42	37.2%	33	31.4%	28	26.9%	49
HOW DO YOU RATE BLM EDUCATION PROGRAM ON WILD HORSES	1=NEED MAJOR IMPROVEMENT	7	6.7%	2	2.2%	5	4.5%	1	.9%	1	1.0%	3	2.8%	1
	2	3	2.9%	3	3.3%	6	5.4%	1	.9%	6	5.8%	1	.9%	5
	3	5	4.8%	8	8.8%	11	9.9%	14	12.7%	8	7.7%	6	5.6%	4
	4	11	10.5%	8	8.8%	14	12.6%	8	7.3%	16	15.4%	16	14.8%	11
	5	20	19.0%	24	26.4%	28	25.2%	17	15.5%	26	25.0%	26	24.1%	22
	6	23	21.9%	21	23.1%	25	22.5%	23	20.9%	23	22.1%	28	25.9%	22
	7=THEY ARE EXCELLENT	36	34.3%	25	27.5%	22	19.8%	46	41.8%	24	23.1%	28	25.9%	39



# Education Program on Wild Horse and Burro Adoption Arena

		ADMINNEW									Overall Company		
		NM		NV		OR		UT		WY		Count	Col %
		Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %			
INFORMING POTENTIAL ADOPTERS ABOUT THE SPECIFIC CHARACTERISTICS OF WILD HORSES AND BURROS	1=NEED MAJOR IMPROVEMENT	1.9%	3	3.0%	3	2.6%	1	.9%	3	2.7%	29	2.5%	
	2	2.9%	4	4.0%	2	1.7%	1	.9%	3	2.7%	31	2.7%	
	3	4.8%	4	4.0%	9	7.8%	12	11.2%	8	7.2%	77	6.6%	
	4	5.7%	18	18.2%	13	11.2%	14	13.1%	14	12.6%	138	11.8%	
	5	16.2%	21	21.2%	18	15.5%	26	24.3%	19	17.1%	221	18.9%	
	6	17.1%	18	18.2%	36	31.0%	25	23.4%	28	25.2%	273	23.4%	
	7=THEY ARE EXCELLENT	51.4%	31	31.3%	35	30.2%	28	26.2%	36	32.4%	399	34.2%	
PROVIDING CLASSES FOR POTENTIAL ADOPTERS ON HOW TO HANDLE THEIR WILD HORSE OR BURRO	1=NEED MAJOR IMPROVEMENT	16.0%	14	17.7%	16	18.2%	16	20.5%	11	11.7%	143	15.8%	
	2	1.3%	8	10.1%	7	8.0%	12	15.4%	3	3.2%	78	8.6%	
	3	13.3%	11	13.9%	9	10.2%	9	11.5%	10	10.6%	92	10.2%	
	4	2.7%	9	11.4%	11	12.5%	9	11.5%	11	11.7%	98	10.9%	
	5	22.7%	19	24.1%	21	23.9%	11	14.1%	22	23.4%	171	18.9%	
	6	13.3%	5	6.3%	10	11.4%	8	10.3%	12	12.8%	111	12.3%	
	7=THEY ARE EXCELLENT	30.7%	13	16.5%	14	15.9%	13	16.7%	25	26.6%	210	23.3%	
ADVERTISING ADOPTIONS EFFECTIVELY	1=NEED MAJOR IMPROVEMENT	4.7%	4	4.0%	6	5.3%	2	1.9%	3	2.7%	39	3.4%	
	2	1.9%	15	14.9%	6	5.3%	7	6.7%	1	.9%	63	5.4%	
	3	6.5%	9	8.9%	13	11.5%	6	5.8%	16	14.5%	96	8.3%	
	4	8.4%	12	11.9%	15	13.3%	14	13.5%	16	14.5%	155	13.4%	
	5	14.0%	16	15.8%	22	19.5%	23	22.1%	18	16.4%	221	19.0%	
	6	18.7%	14	13.9%	21	18.6%	24	23.1%	24	21.8%	218	18.8%	
	7=THEY ARE EXCELLENT	45.8%	31	30.7%	30	26.5%	28	26.9%	32	29.1%	369	31.8%	
HOW DO YOU RATE BLM EDUCATION PROGRAM ON WILD HORSES	1=NEED MAJOR IMPROVEMENT	1.0%	3	3.1%	3	2.6%	2	1.9%	1	.9%	29	2.5%	
	2	4.8%	4	4.2%	7	6.1%	3	2.9%	4	3.6%	43	3.7%	
	3	3.8%	9	9.4%	6	5.3%	11	10.7%	5	4.5%	87	7.5%	
	4	10.6%	17	17.7%	18	15.8%	17	16.5%	17	15.2%	153	13.2%	
	5	21.2%	24	25.0%	25	21.9%	21	20.4%	29	25.9%	262	22.6%	
	6	21.2%	18	18.8%	26	22.8%	30	29.1%	24	21.4%	263	22.7%	
	7=THEY ARE EXCELLENT	37.5%	21	21.9%	29	25.4%	19	18.4%	32	28.6%	321	27.7%	

Wild Horse and Burro







WILD HORSE AND BURRO PROGRAM  
COMMENTS TO QUESTION 11: SUGGESTIONS FOR IMPROVING BLM'S PERFORMANCE

84 4 0 0 12More public information. Better success if they could establish  
a way to

84 4 0 0 22calm and halter break them before adoption. It may cost them  
some money

84 4 0 0 32but I think they'll have more success in the long run, with  
less animals

84 4 0 0 42being killed after the first year; because they are too wild.

84 5 0 0 12LIKE TO SEE THEM COME MORE OFTEN (ELSE) NO

84 7 0 0 12WELL, IT WOULD BE NICE IF THEY COULD ACTUALLY CHECK ON EACH  
HORSE AND

84 7 0 0 22BURRO. WHEN I ADOPTED I WAS TOLD THEY WOULD CHECK EVERY MONTH  
BUT THEY

84 7 0 0 32NEVER HAVE. (ELSE) NO, THAT'S, THAT'S SUFFICIENT.

84 12 0 0 12HAVE SOMEONE TO CHECK ON ANIMALS TO CHECK ON HOW WELL THEIR  
HANDLED WHEN

84 12 0 0 22THEY'RE TOOK FROM THERE, THAT'S THE ONLY PROBLEM I SEE. (ELSE)

NO,

84 12 0 0 32THAT'S ALL I CAN THINK OF.

84 13 0 0 12A LITTLE MORE INFORMATION ABOUT BURRO'S. LIKE WHAT TO FEED  
THEM. THEY

84 13 0 0 22HAD A LOT OF INFORMATION ABOUT HORSES IN THEIR PAMPHLET.

84 16 0 0 12MAKE SURE THAT PEOPLE HAVE THEIR CORRALS BUILT BEFORE ADOPTING  
THE

84 16 0 0 22HORSES. (ELSE) NO.

84 20 0 0 12HAVE MORE ADOPTIONS. (ELSE/EXP) NO.

84 21 0 0 12CHANGE THE METHOD OF THE ADOPTION PROCESS AT THE BUFFALO COUNTY  
FAIR

84 21 0 0 22GROUNDS (KARNEY). (DOESN'T LIKE TO HAVE TO CHOOSE A NUMBER)

84 24 0 0 12THEY SHOULD EXPLAIN THINGS TO PEOPLE BETTER. THE FILM DOESN'T  
TELL YOU

84 24 0 0 22ENOUGH ABOUT WHAT TO DO WHEN YOU ACTUALLY GET THE ANIMALS  
(ELSE) NO

84 32 0 0 12I THINK THEY NEED BETTER SCREENING OF APPLICANTS, AND I THINK  
THEY NEED

84 32 0 0 22TO SOMEHOW CHECK UP BETTER ON HOW THEY ARE ADOPTED.

84 34 0 0 12IF THE HORSES WERE A LITTLE LESS MAN-SHY, THAT IS TO MAKE THEM  
GENTLER

84 34 0 0 22AROUND PEOPLE, BECAUSE NOT EVERYONE IS GOOD WITH HORSES. (ELSE)

NO.

84 39 0 0 12WELL, I THINK, GIVING YOU MORE TIME TO LOOK THE HORSES OVER  
WOULD BE A

84 39 0 0 22DEFINITE IMPROVEMENT, SO I'D SAY THAT ONE. (ELSE) NO, NOT THAT  
I CAN

84 39 0 0 32THINK OF RIGHT NOW.

84 45 0 0 12PROCESS IS AWFUL SLOW, DRAWING NUMBERS, PAYING LOGGING. TOO  
LONG A

84 45 0 0 22WAIT.

84 47 0 0 12I GUESS JUST RETURN THE PAPERS, THAT'S THE ONLY OBJECTION I  
HAVE, AFTER

84 47 0 0 22THE YEAR IS UP. (ELSE) THAT'S ABOUT ALL. I EXPECT MY PAPERS  
BACK AFTER

84 47 0 0 32A YEAR, THAT'S THE CONTRACT, THEY SHOULD LIVE UP TO IT.

84 58 0 0 12MORE INFORMATION AFTER YOU ADOPT THE ANIMAL, LIKE A MAGAZINE  
SENT OUT

84 58 0 0 22MONTHLY INSTEAD OF JUST ONE ISSUE. (ELSE) CREATE A LIST OF  
MUSTANG

WILD HORSE AND BURRO PROGRAM  
COMMENTS TO QUESTION 11: SUGGESTIONS FOR IMPROVING BLM'S PERFORMANCE

84 58 0 0 32OWNER, KIND OF LIKE A SUPPORT GROUP, THAT PEOPLE CAN CONTACT.  
(ELSE) NO.

84 62 0 0 12They might let you adopt more than two if you have the  
facilities to

84 62 0 0 22handle them.

84 64 0 0 12THEY SHOULD LET ME HANDLE IT. (EXP/ELSE) I WOULD LIKE THE  
OPPORTUNITY TO

84 64 0 0 22TAKE CARE OF THE WILD HORSES MYSELF. (ELSE) NO.

84 81 0 0 12ON THAT THE ONLY THING THAT I CAN SAY IS THAT THEY REQUIRE A  
CATTLE

84 81 0 0 22TRAILER, I WOULD LIKE THEM TO ALLOW OTHER TRAILERS, COVERED OF  
COURSE.

84 81 0 0 32(ELSE) NO SIR.

84 82 0 0 12WORK CLOSELY WITH MUSTANG CHAT GROUP ON AMERICA ON LINE.

INTERNET BLM

84 82 0 0 22SITE NEEDS TO LINK TO EVERY HOME PAGE OF ADOPTERS. NEED TO  
PROVIDE A

84 82 0 0 32DIRECTORY OF ADOPTER SO PEOPLE CAN NETWORK. COMPLIANCE IS  
NON-EXISTANT

84 82 0 0 42IN MO. NEED TO LOOK AT MORE SERIOUS ISSUES SUCH AS INEFFECTIVE  
LAND

84 82 0 0 52MANAGEMENT I.E. MUSTANGS. HERD MGMT STINKS. BRING OUT MORE  
OLDER

84 82 0 0 62HORSES LEAVE THE YOUNGER, IMPROVE THE GENE POOL THATS LEFT ON  
THE

84 82 0 0 72RANGE. RETHINK REMOVAL STRATEGY, IT'S TOO QUICK, TOO RADICAL.  
CONSIDER

84 82 0 0 82DEVELOPING AND USING A SATELLITE TRAINING PROGRAM. CHANGE THE  
1YR TIME

84 82 0 0 92LIMIT TO 2YRS FOR TITLING. (RESPONDENT WOULD LIKE BLM TO  
CONTACT HER) AT

84 82 0 0 102ON LINE ADDRESS AIKIN @ AOL.COM TO DISCUSS SUPPORT GROUP, AND  
WOULD

84 82 0 0 112VOLUNTEER TO BE COMPLIANCE OFFICE.

84 84 0 0 12I WANTED TO GET 10 ANIMALS, OR SO. I HAVE GOOD PASTURES, AND  
FENCES AND

84 84 0 0 22STUFF, AND I DIDN'T LIKE THAT I COULD ONLY GET 4 AT A TIME.  
(ELSE) NO.

84 85 0 0 12I DIDN'T LIKE HOW THEY DRAW A NAME AND NUMBER OUT OF A HAT. I  
LIKE IT

84 85 0 0 22WHEN YOU ARE REGISTERED WITH THE ANIMAL.

84 86 0 0 12LESS RED TAPE AND MORE ANIMALS TO BUY.

84 90 0 0 12THE ONLY THING I CAN SEE IS THE FREQUENCY. THERE SHOULD BE  
MORE

84 90 0 0 22ADOPTIONS. I THINK THE PEOPLE WHO ARE PROFIT BUYERS WILL BUY  
THEM.

84 96 0 0 12Not allowing group sales. Where they sell the entire pen.

84 98 0 0 12MAKE SURE THE BIG FARMS WHO TAKE A WHOLE LOT OF THEM DON'T SEND  
THEM TO

84 98 0 0 22THE SLAUGHTER HOUSE AFTER 1 YEAR.

84 102 0 0 12RECEIVED A HAND BOOK THAT PRISONERS WOULD TRAIN THEM, GOOD  
IDEA THEY

84 102 0 0 22WOULD BE HANDLED BEFORE ADOPTION

84 103 0 0 12CHANGE FROM LOTTERY TO AUCTION SALE, WOULD GET MORE MONEY.  
THEY'RE

84 103 0 0 22DOING IT NOW

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84 104 0 0 12STAFF WELL EDUCATED. PEOPLE IN CHARGE OF HORSES DON'T KNOW  
NOTHING

84 104 0 0 22(HANDLERS) CUSTOMER REQUESTS RESULTS OF SURVEY MAILED TO HIM

84 110 0 0 12People who adopt need to be educated on how to procede with  
training and

84 110 0 0 22breaking. A lot of people don't understand how to really deal  
with the

84 110 0 0 32animal. They think they can just get on and ride after it  
becomes

84 110 0 0 42friendly. And a lot of people should do this,or leave it with,a

84 110 0 0 52professional.

84 113 0 0 12THERE SHOULD BE MORE,CLOSER ADOPTIONS. (EXP/ELSE) MORE IN SOUTH  
DAKOTA.

84 113 0 0 22(ELSE) A BID PROGRAM WOULD HURT THE ADOPTIONS. (EXP) THE GOOD  
HORSES

84 113 0 0 32WOULD BE ADOPTED FIRST AND THE OTHER ONES WOULD NOT BE ADOPTED.  
(ELSE)

84 113 0 0 42NO.

84 114 -0 0 12Have more adoptions at the state fairgrounds.Resp feels they  
would get

84 114 0 0 22more people to adopt there because there are so many people.

84 115 0 0 12WELL UH, THE ONE THING I THINK IS, AND THEY TOLD US BEFORE  
HAND, THE

84 115 0 0 22HORSES WERN'T IN THE BEST OF CONDITION, THEY APOLOGIZED AND  
SAID THAT

84 115 0 0 32THE HOLDING FACILITY FED THEM THE WRONG FEED, BUT THEY HANDLED  
IT WELL.

84 115 0 0 42(ELSE) NO SIR, I'M VERY PLEASED WITH THE WAY THEY HANDLE  
THINGS.

84 118 0 0 12NUMBER SYSTEM (AT ADOPTION) LIMIT NUMBER OF ADOPTERS TO THE  
NUMBER

84 118 0 0 22ANIMALS. HAVE A BETTER VET CHECK BEFOR ADOPTION. (DIDNT KNOW  
THE MARE

84 118 0 0 32THEY ADOPTED WAS BEARING A DEAD FOAL)

84 120 0 0 12The silent auction would be a better way for the systemto get  
back more

84 120 0 0 22of the money for expenses for the animals.

84 124 0 0 12TO GIVE THE ADOPTER MORE OPPTUNITY TO ADOPT MORE HORSE [ELSE]  
NO

84 128 0 0 12THEY SHOULD HAVE MORE EDUCATION AT THE TIME OF ADOPTION OF THE  
ANIMAL.

84 128 0 0 22(ELSE/EXP) THEY TOOK THE TIME TO EXPLAIN, BUT NOT IN DETAIL.  
(ELSE) THE

84 128 0 0 32PEOPLE SHOULD BE MADE AWARE OF THE FACT THEY ARE WILD ANIMALS  
AND IT

84 128 0 0 42TAKES A LOT OF PATIENCE (ETC...). (ELSE) NO.

84 129 0 0 12I THINK THE PICKING OF...; THEY PICK IN ALPHABETICAL ORDER. THE  
NUMBER

84 129 0 0 22WAS HIGH. I DIDN'T LIKE THE LOTTERY TYPE THING.

84 135 0 0 12GET INFORMATION OUT ON WHEN THEY HAVE ADOPTIONS OUT QUICKER.

84 136 0 0 12THEY NEED MORE FOLLOW-UP IF THE HORSES ARE ADOPTED. AND, I  
THINK THEY

84 136 0 0 22NEED TO LOOK INTO, FROM WHAT I UNDERSTAND, YOU CAN'T SLAUGHTER  
A WILD

84 136 0 0 32MUSTANG. I THINK THAT NEEDS TO BE OPENED UP IN CASE YOU CAN'T  
HANDLE



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84 136 0 0 42THE ANIMAL. WE HAVEN'T HAD ANY BAD HORSES YET BUT IF YOU GET A HORSE

84 136 0 0 52YOU CAN'T TRAIN YOU NEED A MARKET FOR IT.

84 137 0 0 12NOTIFYING PEOPLE AND LETTING PEOPLE KNOW WHATS GOING ON. IF YOU'VE

84 137 0 0 22ADOPTED ALREADY IT'S EASY TO GET INFORMATION, BUT IF YOU HAVE NOT, THE

84 137 0 0 32PEOPLE IN TOWN, THERE IS NOT ENOUGH ADVERTIZEMENT TO GET PEOPLE

84 137 0 0 42INTERESTED. (ELSE) I CAN'T THINK OF ANYTHING OFF-HAND, I'VE BEEN VERY

84 137 0 0 52SATISFIED.

84 140 0 0 12NEED TO FULLY INFORM 1ST TIME ADOPTERS BECAUSE THAT OLDER ANIMALS ARE

84 140 0 0 22ALOT MORE DIFFICULT TO WORK WITH.

84 142 0 0 12WORK THROUGH ORH OR FFA PROGRAMS, GET IN TOUCH WITH YOUNGER PEOPLE.

84 142 0 0 22(ELSE) NO.

84 145 0 0 12(WOULD LIKE TO) SEE MORE POSITIVE ADVERTISING (ABOUT THE PROGRAM)

84 147 0 0 12Get more information out to the eastern states on the adoption process.

84 147 0 0 22Nobody out here{Mass} knew anything about it. And was very negative on

84 147 0 0 32me doing it. But it turned out great.

84 153 0 0 12BLM should be more unified in how it handles the adoption process. It

84 153 0 0 22should be handeled one way at all the adoption centers. They should just

84 153 0 0 32find one way to do it and do it that way. They need more

84 153 0 0 42education materials on how to handel and train the animals even if they

84 153 0 0 52have to charge for it.

84 154 0 0 12THEY SHOULDN'T GIVE SO MANY TO ONE PERSON, I THINK THERE SHOULD BE A

84 154 0 0 22LIMIT TO HOW MANY YOU CAN GET PER YEAR. (ELSE) NO I'M SATISFIED WITH

84 154 0 0 32EVERYTHING.

84 157 0 0 12MORE ADVERTISEMENT, BETTER, EDUCATION FOR PROSPECTIVE BUYERS, AND A

84 157 0 0 22BETTER TAPE. SOME BUYERS HAVE NO IDEA WHAT THEY ARE GETTING INTO. THEY

84 157 0 0 32MUST TEACH THE ANIMALS THE VERY BASICS AND A TAPE EXPLAINING THESE

84 157 0 0 42THINGS WOULD BE VERY GOOD. MAYBE IF IT TAUGHT THEM HOW TO BE GENTLER

84 157 0 0 52AROUND PEOPLE. MORE EDUCATION IS THE KEY. (ELSE) NO

84 158 0 0 12MIGHT HAVE MORE CLASSES CLOSER IN MORE AREAS.

84 165 0 0 12ACTUALLY REQUIRE CLASSES FOR ADOPTERS TO LEARN HOW TO HANDLE A WILD

84 165 0 0 22HORSE.

84 166 0 0 12THEY NEED TO EDUCATE THE PEOPLE MORE, IN LAS VEGAS THEY HAVE PEOPLE WHO

84 166 0 0 22COME OUT AND HELP, WHILE IN THE OUTLYING AREAS, THE NEED MORE CLASSES.

84 166 0 0 32UNLESS PEOPLE HAVE EVER DEALT WITH A HORSE, IT IS EASY TO GET

84 166 0 0 42DISCOURAGED. (ELSE) I'D LIKE TO SEE THE PROGRAM CONTINUE. (ELSE) NO.



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84 170 0 0 12SOMEONE WHO ADOPTED WAS TEACHING THE HORSES TO BUCK, AS IN THE  
RODEO.  
84 170 0 0 22(EXP) THEY SHOULD CHECK ON THE ANIMALS MORE OFTEN. (ELSE) NO.  
84 174 0 0 12Go back to the way it used to be;were you could just show up  
and adopt.  
84 174 0 0 22You could show up during the week on any day, pick out a horse  
and come  
84 174 0 0 32back in 2 weeks later and pick it up.  
84 176 0 0 12BETTER FOLLOW UP ABOUT PROPER CARE.  
84 178 0 0 12WOULD LIKE TO SEE PEOPLE BE ABLE TO ADOPT IF THEY SEE IT RATHER  
THAN  
84 178 0 0 22HAVE IT GET ON A SHIPMENT TO GO BACK EAST. MAKE IT EASIER THAN  
GOING  
84 178 0 0 32THRU LOTTERY. DON'T LIKE LOTTERY  
84 183 0 0 12I WOULD THINK THEY COULD CHECK OUT THINGS A LITTLE BETTER. NO  
ONE REALLY  
84 183 0 0 22EVER CAME TO CHECK OUT MY FACILITY.  
84 187 0 0 12THEY SHOULD TRAIN MORE HORSES FOR THE PRISON. (EXP/ELSE) MORE  
HORSES  
84 187 0 0 22TRAINED BY THE PRISONERS. (ELSE) NO.  
84 188 0 0 12Break some of the horses. Most people are scared to death of  
them and  
84 188 0 0 22have no idea of how to handle them.  
84 189 0 0 12LET THE WORD OUT, LET MORE PEOPLE KNOW ABOUT THE PROGRAM,  
BECAUSE THE  
84 189 0 0 22PROGRAM IS EXCELLENT. THEY NEED MORE ADVERTISEMENT. (ELSE) NO  
84 199 0 0 12More information on when and where adoptions are taking place.  
And more  
84 199 0 0 22advanced notice. And as far as myself, I got no follow up. I  
didn't need  
84 199 0 0 32it but others might.  
84 209 0 0 12Better follow up and evaluation of adopters. The only contact I  
had with  
84 209 0 0 22BLM was at the adoption itself.We in my area didn't get the  
horses that  
84 209 0 0 32I've seen in this area.We only got the brown horses.  
84 215 0 0 12MAYBE, I THINK YOU SHOULD PICK BY THE TIME YOU GOT THERE, NOT  
BY NUMBERS  
84 215 0 0 22IN A DRAWING.  
84 217 0 0 12OH, PROBABLY HAVE, UH MORE OPEN HOUSES AT THE CORALS AND SHOW  
THE PUBLIC  
84 217 0 0 22WHAT COULD BE DONE WITH THESE ANIMALS. (ELSE) NO, THAT'S ABOUT  
IT.  
84 226 0 0 12I WOULD SAY THAT THEY SHOULD LIMIT THE NUMBER OF ANIMALS PER  
PERSON.  
84 226 0 0 22THEY REALLY DON'T FOLLOW UP ON THE ANIMALS AFTER THE FIRST  
YEAR.  
84 228 0 0 12HORSE TO BE TAKEN BY BLM SHOULD NOT BE PUT UP FOR VIEWING (IF  
THEY ARE  
84 228 0 0 22NOT UP FOR ADOPTION)  
84 231 0 0 12THE LOAD OUT PROCESS NEEDS TO BE IMPROVED. (EXP/ELSE) YOU  
SHOULD BE ABLE  
84 231 0 0 22TO LOAD OUT AND GO WHEN YOU WANT TO. (ELSE) THE CHECK SYSTEM OF  
PAYMENT  
84 231 0 0 32NEEDS IMPROVEMENT. (ELSE) THEY NEED TO ACCEPT CHECKS FROM  
PEOPLE WHO

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84 231 0 0 42THEY KNOW, NOT JUST CASH. (ELSE) IF A CHECK BOUNCES THEY CAN  
JUST KEEP

84 231 0 0 52THE TITLE TO THE HORSE. (ELSE) NO.

84 232 0 0 12More education. People don't realize what your getting  
into. There is a

84 232 0 0 22lot of work involved. People think you can just get on and ride  
and you

84 232 0 0 32can't.

84 236 0 0 12More education on care and training so that new people will  
know a

84 236 0 0 22little bit more about the horses before they try to bring them  
home.

84 242 0 0 12THERE WAS A LOT OF PROBLEMS WITH GROUP ADOPTIONS. (ELSE) THERE  
ALSO

84 242 0 0 22SHOULD BE MORE IDENTIFICATION IN THE ADOPTION PROCESS. (ELSE)

THERE ALSO

84 242 0 0 32SHOULD BE MORE FUNDING TO THE BLM. (ELSE) THE COMPETITIVE  
BIDDING IS A

84 242 0 0 42GOOD IDEA IN THE ADOPTION PROCESS. (ELSE) NO.

84 245 0 0 12THEY SHOULD ADVERTISE A LITTLE BIT MORE. THEY SHOULD HAVE  
BETTER

84 245 0 0 22FOLLOW-UP. THEY NEED MORE SCREENING. (ELSE) MORE FOLLOW-UP INTO  
WHAT

84 245 0 0 32HAPPENS AFTER THE ANIMALS ARE SOLD. THEY HAVE ONLY CONTACTED  
ME ONCE.

84 245 0 0 42(ELSE) THE PERSONELL NEED TO BE A LITTLE BIT MORE FRIENDLY AND  
CORDIAL.

84 245 0 0 52(ELSE) NOT

84 249 0 0 12I THINK THEY NEED TO PUT PEOPLE IN SOME SORT OF TRAINING. I  
THINK THEY

84 249 0 0 22NEED TO CUT STALLIONS. THEY NEED TO EDUCATE PEOPLE IF THEY  
AREN'T GOING

84 249 0 0 32TO CUT STALLIONS. THEY NEED TO SHOW SOME PRO'S AND CON'S. MORE

84 249 0 0 42EDUCATION FOR THE PUBLIC

84 250 0 0 12WELL I THINK A LITTLE MORE EDUCATION OF PEOPLE, MORE  
ADVERTISEMENTS, AND

84 250 0 0 22MORE STAFF. (ELSE) NO, THAT'S ABOUT IT.

84 263 0 0 12You should be able to draw your number pay for your animal and  
load your

84 263 0 0 22horse. The way it is now you have to wait to pick up your horse  
and you

84 263 0 0 32can be waiting 4 or 5 hours. Because you have to wait untill  
everything

84 263 0 0 42is over to load your horse. Also you should have your own horse  
trailer

84 263 0 0 52to get your own horse.

84 267 0 0 12MORE STAFF, MORE ADOPTIONS, AND HAVING CLINICS WITH ADOPTIONS.  
MORE

84 267 0 0 22SHOWS, TO SHOW THE PUBLIC WHAT COULD BE DONE. (ELSE) MORE  
PUBLICITY,

84 267 0 0 32POSITIVE, GIVE PRIVATE ORGANIZATIONS MORE CHANCES TO SHOW WHAT  
COULD BE

84 267 0 0 42DONE WITH THESE ANIMALS. ALSO, THE ADOPTION CENTER IS IN  
PALIMINO

84 267 0 0 52VALLEY AND 3/4 OF THE POPULATION OF NEVADA IS IN LOS VEGAS,  
THEY ARE

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84 267 0 0 62JUST TOO FAR APART. THEY NEED TO MAKE MORE SATILITE ADOPTIONS  
OR  
84 267 0 0 72ANOTHER FACILITY IN SOUTHERN NEVADA.  
84 268 0 0 12More information on Burro's.  
84 269 0 0 12More funding for post adoptive follow ups.  
84 277 0 0 12I THINK IT SHOULD BE A FIRST COME FIRST SERVE BASIS, AND NO  
AUCTION OR  
84 277 0 0 22LOTTERY, I THINK THEY ARE NOT FAIR, ESPICALLY ON KIGERS, THERE  
SHOULD BE  
84 277 0 0 32NO AUCTION, IT SHOULD BE 1ST COME 1ST SERVE. (ELSE) THERE ARE  
CERTAIN  
84 277 0 0 42PEOPLE WITH A LOT OF KIGERS WHO GET SPECIAL TREATMENT BECAUSE  
OF WHO  
84 277 0 0 52THEY ARE (PRIVATE OWNERS). THEY GET TO PICK OUT OR GET OFFERED  
HORSES.  
84 278 0 0 12More atonomy given to the people who run the corals. The People  
who run  
84 278 0 0 22them are limited by the Govt. to what changes thay can make.  
"Let the  
84 278 0 0 32people out west run the program."  
84 282 0 0 12UH, THEY NEED TO GET MORE INFORMATION OUT TO THE PUBLIC, AND  
THEY NEED  
84 282 0 0 22MORE MARKETING. (INFO?) WELL, I HAD TO DO A LOT OF RESEARCH  
JUST TO FIND  
84 282 0 0 32THEM, THEY'RE A GREAT GROUP AND ALL, WHEN YOU FIND THEM, BUT  
THEY'RE  
84 282 0 0 42HIDDEN. (ELSE) WELL, WORD OF MOUTH SAYS THERE IS ABUSES OF THE  
PROGRAM.  
84 282 0 0 52SOME SAY PEOPLE TURN AROUND AND SELL THEM (THE ANIMALS) BEFORE  
THE TITLE  
84 282 0 0 62IS RECIVED.  
84 289 0 0 12Clear up any scandal around thew BLM people sending animals to  
be  
84 289 0 0 22killed.  
84 290 0 0 12LIKE TO SEE MORE ADOPTIONS CLOSE BY. (ELSE) NO.  
84 293 0 0 12INTESTINAL WORMS IT SHOULD BE INFO ABOUT THE CARE [ELSE] NO  
84 295 0 0 12BE ABLE TO GET MEDICAL RECORDS ON ANIMAL.  
84 301 0 0 12LAW MADE THAT NONE OF THE HORSES WOULD EVER BE SLAUGHTERED  
84 309 0 0 12(FIND) A MORE FAIR WAY TO ADOPT, SUCH AS GOING TO BOTTOM OF  
(FOR  
84 309 0 0 22NEXT ADOPTION) IF YOU GOT ANIMAL AT LAST ADOPTION.  
84 320 0 0 12HAVE HELP LINE FOR NETWORKING DIFFICULT SITUATIONS. SOME PLACE  
TO GO  
84 320 0 0 22AND TALK WITH SOMEONE (FOR HELP) THAT ISNT 200 MILES AWAY.  
SEND "WILD  
84 320 0 0 32HORSE AND BURRO NEWS" AS PROMISED.  
84 324 0 0 12WHEN BEGAN ADOPTION IN FORT SMITH THEY NEED TO MAKE SURE KEEP  
THE  
84 324 0 0 22NUMBERS (PROBE) THE NUMBER THEY GAVE WAS NO LONGER IN WORKING  
ORDER  
84 326 0 0 12I DO NOT BELIEVE IN THE AUCTION, IT'S NOT FAIR. THE RICH  
PEOPLE CAN BUY  
84 326 0 0 22THE GOOD STUFF AND YOU FIGHT FOR WHAT'S LEFT. IT'S NOT RIGHT.  
(ELSE)  
84 326 0 0 32THAT'S BOUT IT.  
84 328 0 0 12In Central Nebraska I don't here about a lot of adoptions going  
on. I



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84 328 0 0 22think they should have smaller adoptions more often.  
Preapproved people  
84 328 0 0 32should be able to adopt on days other than the one big adoption day or  
84 328 0 0 42weekend.  
84 330 0 0 12SHOULD BE A CLASS FOR FIRST TIME ADOPTES BEFORE GIVING THEM A HORSE  
84 330 0 0 22AND TURNING THEM LOOSE. COULD HAVE A LITTLE MORE LITERATURE ON HOW  
84 330 0 0 32THINGS ARE GOING WITH PROGRAM  
84 331 0 0 12HAVE MORE ADOPTION CENTERS, CLOSER TO PEOPLE WHO ARE ADOPTING.  
84 333 0 0 12I THINK THEY JUST NEED TO TAKE INTO BETTER CONSIDERATION WHO IS ADOPTING  
84 333 0 0 22THEM. I'VE HEARD HORROR STORIES.  
84 335 0 0 12THEY SHOULD DO BETTER ADVERTISING [ELSE] NO  
84 336 0 0 12YES, UH, BOTH TIMES WE WERE THERE, WELL MY FIRST TIME, WITH MY PEPPER,  
84 336 0 0 22THE ONE STILL LIVING, WE HAD TO WAIT A LONG DAY. YOU NEED TO IMPROVE  
84 336 0 0 32THAT. I'D SAY, THE ACTION STARTS AT SEVEN, YOU GET THERE BY FOUR, AND  
84 336 0 0 42IF YOUR NOT THEN YOU MISS OUT. I HAVE ANOTHER COMPLAINT. I LOVE  
84 336 0 0 52HORSES, AND I'M UPSET AT HOW SOME PEOPLE ADOPT HORSES THEN TURN AROUND  
84 336 0 0 62AFTER TWO YEARS AND SLAUGHTER THEM. I DON'T KNOW HOW TO STOP THAT  
84 336 0 0 72THOUGH. (ELSE) IF YOU UP THE ADOPTION TO FOUR YEARS MINIMUM, THEN THAT  
84 336 0 0 82MAY STOP THAT. (AFTER SURVEY WAS COMPLETE) I HAVE ONE MORE THING I WANT  
84 336 0 0 92YOU TO PUT. I THINK THEY NEED TO GIVE MORE NOTICE ABOUT WHEN THE  
84 336 0 0 102ADOPTION IS AHEAD OF TIME.  
84 342 0 0 12HAVE MORE ADOPTIONS. I HAVE A PROBLEMM GETTING TO THE ADOPTIONS BECAUSE  
84 342 0 0 22OF THE DISTANCE.  
84 344 0 0 12PROBABLY, UH, MORE INFORMATION ON CHARACTERISTICSAND, UH, PROPER  
84 344 0 0 22INSTRUCTIONS OF, UH, TO HANDELING YOUR HORSE. BETTER EDUCATION ON  
84 344 0 0 32TRAINING AND HANDELING PRIOR TO ADOPTION. (ELSE) NOPE.  
84 345 0 0 12MORE EDUCATION ON HOW TO TRAIN HORSES.  
84 346 0 0 12THE ONLY CHANGES I'D LIKE TO SEE ARE MORE LOCAL ADOPTIONS. (ELSE) NO.  
84 351 0 0 12QUICKER RESPONSE TO QUESTIONS. I THINK THEY NEED A LITTLE MORE MEDICAL  
84 351 0 0 22TREATMENT FOR THE ANIMALS.  
84 353 0 0 12Have a 30 min. class before the adoption to inform people about the  
84 353 0 0 22horses, like what a wild horse is. How it got there what  
84 353 0 0 32it's heritage is etc. So that they'll understand what there looking at.  
84 353 0 0 42little more regimented follow up. Maybe a visit or a least some sort of  
84 353 0 0 52one on one contact with the horse owner[like a 15 min phone call].



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84 355 0 0 12CHANGE THE WAY THEY HANDLE THE ANIMALS, THAT WHIP CRACKING  
DOESNT HELP.  
84 356 0 0 12HAVE A FEW MORE HORSES, TO MANNY PEOPLE AND NOT ENOUGH HORSES.  
(ELSE)  
84 356 0 0 22NO.  
84 360 0 0 12THEY NEED TO ADVERTISE MORE (ELSE) NO  
84 361 0 0 12INSPECT MORE HORSES AT PRIVATE FACILITIES WITHIN THE FIRST YEAR  
AND  
84 361 0 0 22AFTER ADOPTION.  
84 363 0 0 12WISHES HAD MORE TIME TO VIEW ANIMALS  
84 364 0 0 12THE ADOPTION PROGRAM AT PALIMINO VALLEY SHOULD ADVERTISE MORE.  
84 364 0 0 22(EXP/ELSE) NEED TO CREATE A PROCESS SO ADOPTERS CAN VIEW MORE  
HORSES  
84 364 0 0 32MORE OFTEN. (ELSE) THEY SHOULD HAVE AN APPOINTMENT PROGRAM FOR  
84 364 0 0 42ADOPTIONS. (ELSE) THE WILD HORSE / BURRO SHOW IA A GOOD IDEA TO  
GET THE  
84 364 0 0 52WORD OUT. (ELSE) NO.  
84 372 0 0 12PROVIDE MORE INFO TO ADOPTERS. (EXP/ELSE) CONCERNING THE  
TRAINING OF  
84 372 0 0 22ANIMALS. (ELSE) PROVIDE MORE INFO ON A WEB SITE. (ELSE) GET RID  
OF THE  
84 372 0 0 32HORSE IN THE BOX TRAINING PROGRAM. (ELSE) HAVE A CONTACT PERSON  
FOR  
84 372 0 0 42ADOPTERS FOR ANSWERS TO QUESTIONS. (ELSE) NO.  
84 376 0 0 12To consider what they are asking some one to do about seeing a  
Vet. to  
84 376 0 0 22get the horse Titled. And keep the bid process the same.  
84 377 0 0 12NOW, YOU PICK YOUR NUMBER AND DRAW HORSES, THEN IF SOMEONE  
WANTS YOUR  
84 377 0 0 22HORSE, THEY CAN PAY MORE AND GET IT. I LIKED IT BETTER THE WAY  
IT WAS,  
84 377 0 0 32YOU DRAW A NUMBER AND THEN PICK YOUR HORSE. (ELSE) NO  
84 378 0 0 12I'D LIKE TO SE HEAVIER SCREENING FOR PROSPECTIVE ADOPTERS.  
(ELSE) BETTER  
84 378 0 0 22INFO ON THE INDIVIDUAL ANIMALS. (ELSE) BETTER FOLLOW-UP ON  
ANIMALS WELL  
84 378 0 0 32BEING (ELSE) NO.  
84 379 0 0 12THEY NEED TO HELP PEOPLE AFTER THEY ADOPT A HORSE IN TRAINING  
AND THE  
84 379 0 0 22PRISON TRAINING NEEDS TO BE IMPROVED [ELSE] THEY SHOULD STRESS  
TO GET  
84 379 0 0 32PROFESSIONAL HELP FOR THE HORSES  
84 380 0 0 12More education on how to train and care for a wild horse. Cause  
they are  
84 380 0 0 22not like a normal horse.  
84 384 0 0 12BETTER INFO ON THE FACT THAT THESE ARE WILD ANIMALS AND NOT  
DOMESTIC  
84 384 0 0 22ANIMALS. (EXP/ELSE) THE MUSTANGS WERE MORE THAN EXPECTED  
CONCERNING TIME  
84 384 0 0 32AND TRAINING. (ELSE) NO.  
84 386 0 0 12Need to advertize more about the program.  
84 394 0 0 12MORE INSTRUCTION FOR PEOPLE TAKING ANIMALS. (EXP/ELSE) SOME  
ANIMALS NEED  
84 394 0 0 22EXTRA CARE. (ELSE) A LITTLE BIT OF FOLLOW UP FOR THE ANIMALS.  
(ELSE) NO.  
84 396 0 0 12IT'S INPORTANT THAT PEOPLE ADOPTING ANIMALS TO SEE WHAT A WILD  
HORSE IS

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84 396 0 0 22LIKE IN THIER WILD STATE. THEY SHOULD BE AWARE OF WHAT IT'S  
REALLY  
84 396 0 0 32LIKE. THEY NEED TO KNOW THE ACTUAL COSTS OF WHAT IT COST TO  
CARE FOR  
84 396 0 0 42THE ANIMALS. (ELSE) NO  
84 412 0 0 12THE BEST THING THEY COULD DO IS TAKE THE MONEY THAT THEY ARE  
SPENDING ON  
84 412 0 0 22THE ADOPTIONS AND DO REAL LAND MANAGEMENT WITH THEM. PUT THEM  
IN A  
84 412 0 0 32PLACE (A PRESERVE) AND REALLY MANAGE THEM. A PLACE WHERE THEY  
CAN FEED  
84 412 0 0 42AND WATER THEM AND NOT LET THEM BREED TOO MUCH. THEY ARE  
SPENDING TOO  
84 412 0 0 52MUCH MONEY ON THE ADOPTIONS AND THE PEOPLE ARE NOT TAKING CARE  
OF THEM  
84 412 0 0 62AND THEY ARE SENDING THEM TO BE SLAUGHTERED AT THE END OF THE  
YEAR  
84 412 0 0 72AND/OR THEY ARE GIVING THEM AWAY. I THINK THAT IS A BAD DEAL  
FOR THE  
84 412 0 0 82HORSES. THE BLM IS NOT MANAGING THE HORSES.  
84 423 0 0 12DO AWAY WITH THE BIDDING PROCESS.  
84 427 0 0 12LET THE UM, THE PROCESS AFTER THE UM, ADOPTION TOOK A RATHER  
LONG TIME.  
84 427 0 0 22MY WIFE WAITED THREE HOURS AND WE WERE 9TH PICKED. IF THEY HAD  
SOME WAY  
84 427 0 0 32TO SPEED UP THE PROCESS, THAT WOULD HELP. (ELSE  
84 427 0 0 42) UM, THAT'S ABOUT IT.  
84 429 0 0 12ON FIRST ADOPTION, TIMELY RESPONSE. WE SENT OUR ADOPTION  
PAPERS IN  
84 429 0 0 22MARCH; WE NEVER HEARD FROM THEM FOR QUITE A WHILE. WE CALLED  
AND ITS  
84 429 0 0 32STILL JUNE OR JULY. MORE TIMELY RESPONSE. THEY SHOULD MAKE A  
CALL AND  
84 429 0 0 42SAY THEY HAD BEEN OUT TO INSPECT AND THEY DIDN'T LIKE WHAT THEY  
FOUND OR  
84 429 0 0 52WHATEVER.  
84 434 0 0 12Better education on what is expected before you get up there.  
Better  
84 434 0 0 22education about the horses themselves. There was no follow up  
at all.  
84 434 0 0 32And advertise in a timely manner not at the last minuite.  
84 444 0 0 12I THINK THE THING THAT WOULD BE HELPFUL IS CLASSES EITHER PRIOR  
TO  
84 444 0 0 22ADOPTION OR JUST FOLLOWING THE ADOPTION ON HANDLING THE HORSES.  
84 448 0 0 12IF AT ALL POSIBLE, IT'S GOOD TO HAVE ADOPTIONS INSIDE, IF IT IS  
AT ALL  
84 448 0 0 22FINACIALLY POSIBLE. (ELSE) NO.  
84 452 0 0 12UM, PROBABLY LET MORE OF THE PUBLIC KNOW ABOUT IT OR SOMETHING,  
AND  
84 452 0 0 22STICKIN WITH WHAT'S ADVERTIZED INSTEAD OF CHANGEING HORSES IN  
84 452 0 0 32MID-STREAM. (ELAB) LIKE THEY PRINT IT IN ONE WAY, AND IT'S  
KINDA  
84 452 0 0 42MISLEADING. IT WAS A 'HORSE AND BURRO' ADOPTION, BUT THEY ONLY  
HAD  
84 452 0 0 52BURROS ON THE FIRST DAY WE WENT.  
84 453 0 0 12A LITTLE BETTER NOTIFICATION OF UPCOMING ADOPTIONS. YOU DON'T  
REALLY

WILD HORSE AND BURRO PROGRAM  
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84 453 0 0 22FIND OUT ABOUT IT UNLESS YOU STOP IN AT THE CORRALS.  
84 455 0 0 12WHEN I GOT A PROBLEM I WOULD LIKE TO GET A HOLD OF THEM.  
84 457 0 0 12IT MABEY BETTER TI LET ADOPTERS ADOPT MORE THAN TWO AT A TIME  
TO BE MORE  
84 457 0 0 22COST EFFECTIVE. IT WOULD CUT SOME COSTS IF THEY COULD BE  
ADOPTED OUT  
84 457 0 0 32FOUR TO A PERSON. (ELSE) NO, THAT SHOULD BE IT.  
84 458 0 0 12LOWER THE PRICE AND FIND MORE PEOPLE TO ADOPT.  
84 460 0 0 12Educate the people about the horses; most people have no idea  
of what a  
84 460 0 0 22wild horse is. {else} If they could come up with a way to  
screen  
84 460 0 0 32adopters it would be better for the horse and the adopters.  
'Because  
84 460 0 0 42these animals are a lot to handle and not everyone can.  
84 463 0 0 12MORE TIME TO SEE THE ANIMALS BEFORE YOU GET THEM.  
84 466 0 0 12WHEN AUCTIONING, HAVE THE HORSES WHERE YOU CAN SEE THEM  
84 467 0 0 12OH, I WOULD SAY PROBABLY ADVERTISE A LITTLE MORE SO PEOPLE KNOW  
WHEN  
84 467 0 0 22ADOPTIONS ARE GOING ON, PROBABLY, OH I'D SAY THAT'S PROBABLY  
ABOUT IT.  
84 467 0 0 32(ELSE) NOPE.  
84 470 0 0 12PRE TRAINING WITH THE HORSE THAT YOU ADOPT. A LITTLE BIT MORE  
TRAINING.  
84 470 0 0 22NEVER HAD A WILD HORSE AND I COULD HAVE USED A LITTLE MORE  
TRAINING AS  
84 470 0 0 32WELL AS APPROACHING A WILD HORSE AND HOW TO HANDLE IT.  
84 476 0 0 12I think the process of adoption should be looked at. To make  
sure that  
84 476 0 0 22people only get the number of horses they are intitiled to.  
I've heard  
84 476 0 0 32of BLM empolyees abuseing the system by using relatives names  
to get  
84 476 0 0 42morre horses I think that adopttees should be better educated  
about the  
84 476 0 0 52characteristics of a wild horse. And a better screening of who  
does get  
84 476 0 0 62one.  
84 482 0 0 12MORE INFORMATION  
84 486 0 0 12HAVE MORE ADOPTIONS THAT ARE CLOSER TO ME. (ELSE) NO.  
84 487 0 0 12IN THE COURSE OF THE YEAR I THINK THEY SHOULD CHECK THE  
FACILITIES WHERE  
84 487 0 0 22THE ANIMALS ARE GOING. POST ADOPTION - IT IS EVEN MORE  
IMPORTANT THAT  
84 487 0 0 32SOMEBODY FROM BLM CHECKS IT OUT. IF THE ANIMALS ARE NO LONGER  
THERE,  
84 487 0 0 42WHAT HAPPENED TO THEM. THERE ARE A LOT OF BAD THINGS GOING ON  
OUT  
84 487 0 0 52THERE.  
84 490 0 0 12WELL, UH, JUST LETTING PEOPLE KNOW IT EIXSITS, GETTING PEOPLE  
MORE  
84 490 0 0 22INTERESTED IN THE PROGRAM. I JUST FOUND OUT THEY BID INSTEAD  
OF PUTTING  
84 490 0 0 32MONEY ON YOUR NAME, IT'S NOT FAIR. I WOULDEN'T HAVE GOTTEN A  
HORSE IF I  
84 490 0 0 42HAD TO COMPETITIVLY BID. OVERALL I'M SATISFIED WITH EVERYTHING  
EXCEPT



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84 490 0 0 52FOR THE INITIAL CONTACT, GETTING MY FOOT IN THE DOOR WAS  
DIFFICULT, AND  
84 490 0 0 62THE LONG DIRVE IS VERY DIFICULT. (ELSE) WELL, I AM TROUBLED BY  
THE NEWS  
84 490 0 0 72THAT SOME PEOPLE EASILY TURN THEM INTO MEAT ANIMALS AND I THINK  
THAT  
84 490 0 0 82GOES AGAINST THE SPIRT OF THE PROGRAM, BUT I DON'T KNOW WHAT TO  
DO.  
84 492 0 0 12SOMETIMES THEY HAVE AN ADOPTION AND THEY JUST NEED TO BE DONE  
REAL FAST  
84 492 0 0 22AND THERE IS JUST NOT ENOUGH ADVERTISEMENT FOR IT AHD WE DON'T  
HAVE A  
84 492 0 0 32GOOD TURN OUT. JUST NEEDS IMPROVEMENT TO GIVE THE SCHEDULING  
BETTER SO  
84 492 0 0 42THAT WE COULD GET WORD OUT TO THE PEOPLE BEFORE ADOPTIONS TO  
GET A  
84 492 0 0 52BETTER TURN OUT.  
84 496 0 0 12More classes on how tp handle them once you've gotten them  
home. Just  
84 496 0 0 22more classes for beginners and more access to information on  
care for  
84 496 0 0 32them.  
84 502 0 0 12I DON'T LIKE THE BIDDING PROCESS BECAUSE A LOT OF THE GOOD  
HORSES THEY  
84 502 0 0 22GET UP THERE IN THE HIGH DOLLARS AND FOR A BROKE HORSE THAT'S  
ALRIGHT  
84 502 0 0 32BUT FOR AN UNBROKE HORSE I DON'T THINK WE SHOULD BE GOING MUCH  
OVER  
84 502 0 0 42\$200.  
84 503 0 0 12I FEEL THEY NEED TO CHARGE MORE FOR THE ANIMALS. (WHY) I JUST  
THINK THE  
84 503 0 0 22COST OF RUNNING THE BLM, THEY NEED TO MEET SOME SORT OF BUDGET,  
THE  
84 503 0 0 32HORSES NED TO PAY FOR THE COST OF RUNNING THE BLM. (ELSE) UMMM,  
NAH.  
84 503 0 0 42I'D SAY THAT'S PROBABLY IT.  
84 503 0 0 521  
84 504 0 0 12MORE YOUNGER HORSES - NOTHING OVER THE AGE OF 5 YEARS OLD,  
ESPECIALLY  
84 504 0 0 22YOUR STUD HORSES. HAVE MORE PAIRS OF MARES AND FOALS.  
84 507 0 0 12UM, MORE EXPOSURE IN THE MEDIA, THAT WOULD BE MY MAIN  
SUGESTION. (ELSE)  
84 507 0 0 22I WOULD LIKE TO BE ABLE TO WORK WITH THE HORSES BEFORE I DECIDE  
TO TAKE  
84 507 0 0 32THEM HOME.  
84 509 0 0 12I THINK IT NEEDS TO BE ADVERTISED BETTER. PEOPLE NEED TO KNOW  
ABOUT  
84 509 0 0 22THEM.  
84 514 0 0 12I DON'T BELIEVE THEY HAVE PROGRAMS IN OUR AREA AND I THINK IT  
MIGHT BE  
84 514 0 0 22HELPFUL IF THERE WAS A QUESTION AND ANSWER SESSION FOR PEOPLE  
TO GET  
84 514 0 0 32INFORMATION ABOUT LOCAL TRAINERS. WE DID GET THE VIDEOS.  
84 522 0 0 12THEY SHOULD ADVERTISE BETTER. (EXP/ELSE) THEY SHOULD EXPLAIN  
THAT ONE  
84 522 0 0 22DAY YOU GET THE LOTTERY NUMBER AND THE NEXT DAY YOU MAKE YOUR  
SELECTION.



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84 522 0 0 32(ELSE) NO.  
84 523 0 0 12UM, SEE I'M IN KANSAS, AND I WANT THEM TO BRING THE BIGGER WILD  
MUSTANGS  
84 523 0 0 22HERE, THEY BRING THE SMALL ONES. KANSAS DOSEN'T GET THE PRIME  
PICKINS'.  
84 523 0 0 32(ELSE) I THOUGHT THERE WERE A ALFULL LOT OF CITY PEOPLE THERE  
WHO HAVE  
84 523 0 0 42NO BUISNESS BUYING A WILD HORSE.  
84 525 0 0 12A BETTER FOLLOW UP-LIKE A MONTH OR TWO TO MAKE SURE THE ANIMALS  
ARE  
84 525 0 0 22TAKEN CARE OF.  
84 526 0 0 12I WOULD LIKE TO SEE MORE PERSONAL NOTES OR LETTERS SENT TO  
CURRENT  
84 526 0 0 22ADOPTERS, DROP THEM A LINE. I MYSELF WOULD LIKE A LITTLE MORE  
FEEDBACK.  
84 526 0 0 32I'D LIKE A LITTLE MORE EFORT TO DROP A POSTCARD TO ME SAYING  
"WER'RE  
84 526 0 0 42GOING TO HAVE" SUCH AND SUCH, SUCH AND SUCH ON A CERTAIN DATE.  
I THINK  
84 526 0 0 52THAT WOULD HELP AS MUCH AS ANYTHING. (ELSE) NO, I REALLY THINK  
THEY DO A  
84 526 0 0 62GOOD JOB, THOUGH I'M NOT A REAL FAN OF THE LOTTORY DRAWING.  
84 528 0 0 12THIS NEW SILENT BIDDING RECENTLY ADOPTED. I THINK IS A GOOD  
STEP.  
84 529 0 0 12POST ADOPTION ASISTANCE, YOU KNOW, EDUCATION. HELP THE ADOPTER  
KNOW  
84 529 0 0 22MORE. (ELAB) THEIR NEDS, THE HORSES IMMIDIATE NEEDS. HOW LONG  
YOU NEED  
84 529 0 0 32TO KEEP THEM IN THEIR PENS, HANDELING, STUFF LIKE THAT. (ELSE)  
THAT'S  
84 529 0 0 42ALL.  
84 530 0 0 12WITH THOSE HORSES THAT DON'T WORK OUT. BLM NEEDS TO BE A  
LITTLE MORE  
84 530 0 0 22SENSITIVE TO THOSE HORSES THAT WILL NOT WORK OUT. THE ONES  
THAT ARE  
84 530 0 0 32MEAN AND VISCIOUS. THEY NEED, I THINK, TO BE MORE FLEXIBLE IN  
GETTING  
84 530 0 0 42RID OF THOSE HORSES.  
84 531 0 0 12TO LIVE BY THEIR OWN RULES. (ELAB) WELL, THE ARTICLES ON THEM  
ABUSEING  
84 531 0 0 22HORSES AND SELLING A LOT TO ONE PERSON KNOWING MANY WOULD GO TO  
84 531 0 0 32SLAUGHTER, THAT WAS A BIG THING. MY PERSONAL DEALINGS HAVE HAD  
NO  
84 531 0 0 42PROBLEMS THOUGH. (ELSE) NO.  
84 533 0 0 12I THINK A LITTLE BIT MORE PUBLIC AWARENESS OF THE JOB THEY ARE  
DOING.  
84 533 0 0 22THERE WAS A BAD ARTICLE ABOUT THEM IN THE NEWSPAPER.  
84 534 0 0 12MORE PUBLIC RELATIONS. MORE SHOWING OF HOW THE ANIMAL IS  
CAPTURED AND  
84 534 0 0 22HANDLED TO THE TIME OF ADOPTION. DEFINITELY MORE CHECKING UPON  
ANY  
84 534 0 0 32COMPLAINTS ABOUT THE ANIMALS BEING SLAUGHTERED.  
84 540 0 0 12DROP IT. (DROP WHAT) THE ADOPTION PROGRAM. (WHY) WHY? FOR THE  
RETURN ON  
84 540 0 0 22THEIR INVESTMENT IT'S A WASTE OF MONEY, THERE'S BETTER WAYS WE  
AS TAX

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84 540 0 0 32PAYERS CAN SPEND THEIR MONEY. (ELSE) NO, THAT'S THE GREATEST  
IMPROVEMENT  
84 540 0 0 42THEY CAN DO.  
84 550 0 0 12THEY SHOULD HAVE CLOSER ADOPTIONS TO MY AREA. (ELSE) THEY  
SHOULD DO MORE  
84 550 0 0 22FOLLOW-UPS ON THE HORSES AFTER THE ADOPTIONS. (ELSE) NEED  
STRICTER  
84 550 0 0 32SCREENING FOR POTENTIAL ADOPTERS. (ELSE) NO.  
84 553 0 0 12I THINK THEY NEED TO SCREEN APPLICANTS CLOSER BECAUSE I FEEL  
THERE'S  
84 553 0 0 22SOME HORSE'S NOT GOING TO GOOD HOMES (ELSE) NEED TO HAVE A  
HORSE TESTED  
84 553 0 0 32FOR PREGNANCY BECAUSE ONE OF THE HORSE'S I BOUGHT WERE  
PREGNANT.  
84 560 0 0 12I THINK MORE ADS IN ADVANCE, NOT JUST RADIO AND PAPER, BUT  
PUTTING OUT  
84 560 0 0 22FLYERS, LIKE THAT. (ELSE) NOT THAT I CAN THINK OF.  
84 564 0 0 12IT IS A LOT HARDER TO ADOPT A HORSE THAT SOMEONE HAS ALREADY  
HANDLED.  
84 564 0 0 22IT IS BETTER TO ADOPT A HORSE THAT IS A FIRST TIMER. A HORSE  
THAT HAS  
84 564 0 0 32BEEN RETURNED IS HARDER TO HANDLE. I ADOPTED A HORSE OUT OF  
THE PRISON  
84 564 0 0 42AT BAKERSFIELD, IT WAS HARGER TO HANDLE. IT TOOK ME LONGER TO  
MANAGE IT  
84 564 0 0 52AND MAKE IT TAME THAN THE ACTUAL WILD ONE.  
84 570 0 0 12I THINK THEY ROUND UP TOO MANY FOR ONE BECAUSE I KNOW THEY  
DON'T ADOPT  
84 570 0 0 22THEM ALL OUT, SO THEY GO TO SLAUGHTER. THEY DON'T TELL THE  
PUBLIC THAT.  
84 572 0 0 12THEY NEED TO FOLLOW THEIR RULES FURTHER. (EXP/ELSE) DO FOLLOW-  
UP  
84 572 0 0 22CHECK-UPS AS REQUIRED. (ELSE) ENFORCE THE LIMITS ON THE  
ADOPTIONS.  
84 572 0 0 32(ELSE) I PREFER A SET FEE AS OPPOSED TO A BIDDING SYSTEM.  
(ELSE) NO.  
84 574 0 0 12THERE NEEDS TO BE A EDUCATION PROGRAM, IN MY EXPERIENCE THERE  
WAS NONE.  
84 574 0 0 22THEY NEED MORE ADVERTIZING, I ONLY SAW IT FLIPPING THROUGH A  
PAPER.  
84 574 0 0 32THEY REALLY NEED TO FOLLOW UP ON THE ANIMALS. (ELSE) NOPE,  
THAT'S IT.  
84 576 0 0 12I DON'T LIKE THAT ONE THEY GOT NOW, THE LOTTORY. I LIKE THE  
FLAT RATE  
84 576 0 0 22\$125. I ALSO THINK THEY SHOULD DROP THE BURROS BACK TO \$75 A  
PIECE.  
84 576 0 0 32ALSO, WHEN A MARE HAS A FOLL IN CAPTIVITY, IF THEY'RE STILL  
TOGETHER  
84 576 0 0 42THEY ARE \$125 A PIECE. I FEEL THEY SHOULD BE SOLD TOGETHER.  
(ELSE)  
84 576 0 0 52NOPE, NOT FOR THAT ONE.  
84 581 0 0 12WELL, I THINK YOU NEED TO WATCH INSPECTORS MORE, FOR YEARS I'VE  
HEARD  
84 581 0 0 22ABOUT THEM TAKEING OUT THE GOOD HORSES AND SELLING EM'. I KNOW  
A LOT OF  
84 581 0 0 32COWBOYS AND PRIVATE OWNERS AND YOU KNOW WHO NEEDS TO BE  
WATCHED? YOUR

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84 581 0 0 42BOYS BEING PAID BY THE GOVERNMENT, THEY CAN GET A LOT FOR A  
BUCKSKIN,  
84 581 0 0 52IT'S TOO DAMN TEMPTING. THEY NED SOMEONE WATCHING THE GUYS  
DOING IT.  
84 581 0 0 62I'VE SEN AND HEARD THINGS THAT ARE, WELL, SLIMEY. (ELSE) UH, NO  
I REALLY  
84 581 0 0 72CAN'T THINK OF ANYTHING RIGHT OFF...FROM WHAT I HEARD WHEN A  
ANIMAL IS  
84 581 0 0 82NOT SOLD THEY MOVE IT TO ANOTHER FIELD AND USE OUR TAX DOLLARS  
TO FEED  
84 581 0 0 92IT. THAT'S BULL SHIT, THEY SHOULD PUT THEM ON A BARGE AND SEND  
THEM TO  
84 581 0 0 102INDIA WHERE ALL THOSE PEOPLE ARE STARVING OR SOMTHING. IT'S  
JUST  
84 581 0 0 112REDICULOUS TO KEEP THOSE POOR ANIMALS PENT UP AND PAY FOR IT  
WITH OUR  
84 581 0 0 122TAX DOLLARS, BUT WHEN DID WHAT I WANT TO SPEN MY TAX MONEY ON  
MATTER,  
84 581 0 0 132RIGHT?  
84 584 0 0 12NEED TO HAVE BETTER CONFINEMENT SYSTEMS. (EXP/ELSE) THEY NEED  
BETTER  
84 584 0 0 22CORRALS FOR THE WILD HORSES. (ELSE) NO.  
84 592 0 0 12I THINK THEY NEED MORE ADVERTIZMENT. (WHY) I JUST HEARD IT ON  
ONE RADIO  
84 592 0 0 22STATION, AND I JUST TURNED STATIONS, I WOULDEN'T HAVE HEARD IT  
IF I  
84 592 0 0 32HADDEN'T. THEY NEED MORE, ANYTHING...FLYERS, TV ADS...PEOPLE I  
TALK TO  
84 592 0 0 42HAVE NEVER HEARD OF IT. WHEN WE WENT THERE WERE 5 OF US AND  
OVER 200  
84 592 0 0 52HORSES. (ELSE) UH, NO, I'M, I MEAN I WAS VERY PLEASED WITH THE  
HORSES  
84 592 0 0 62EXCEPT WHEN I GOT THERE, THEY HAD RAISED THE PRICE. WE HAD  
PLANED ON  
84 592 0 0 72TWO PAIRS, BUT THE PRICE WAS RAISED. I'M VERY PLEASED, BUT I  
WISHED  
84 592 0 0 82MORE PEOPLE ONLY KNEW MORE ABOUT IT.  
84 593 0 0 12THE SICK ONES NEED TO BE SOLD CHEAPER. (EXP/ELSE) YOUR TAKING  
THE  
84 593 0 0 22CHANCES OF A DOCTORS BILL. (ELSE) NO.  
84 595 0 0 12WELL, I THINK YOU NEED TO TAKE A CLASS BEFORE YOU ADOPT A  
HORSE. I  
84 595 0 0 22THINK THEY SHOULD REQUIRE A PRE-ADOPTION CLASS. (ELSE) NO, MY  
HUSBAND  
84 595 0 0 32AND I THINK IT'S A GREAT PROGRAM.  
84 599 0 0 12I WISH THEY WOULD TURN IT BACK OVER TO THE RANCHERS. THE  
HORSES TAKE  
84 599 0 0 22AWAY FEED FROM THE RANCHERS AND CUTS DOWN ON THE AMOUNT OF  
CATTLE THAT  
84 599 0 0 32ARE POSSIBLE TO GRAZE.  
84 603 0 0 12THERE WERE A LOT OF PEOPLE GETTING INTO THIS THAT HAD NO CLUE  
ABOUT  
84 603 0 0 22THESE ANIMALS. (EXP/ELSE) THERE WAS A GREAT POTENTIAL FOR  
DANGER. (ELSE)  
84 603 0 0 32THESE PEOPLE HAD NO IDEA WHAT THEY ARE GETTING INTO. (ELSE) I  
FELT THEY



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84 603 0 0 42SHOULD HAVE CHECKED THE BOARDING FACILITIES MORE THOROUGHLY.  
(ELSE) NO.

84 613 0 0 12I DON'T LIKE THE LOTTERY SYSTEM. MEN LIKE MYSELF WHO HAVE THE  
LAND, THE

84 613 0 0 22FEED, THE EXPERIENCE HAVE TO WAIT TO GET THE HORSE WE WANT AND  
SOMETIMES

84 613 0 0 32WE DON'T GET IT. THERE SHOULD BE TWO PROGRAMS SO THAT THE  
COWBOYS OR

84 613 0 0 42THE PEOPLE WHO WILL WORK THE HORSES GET THE BEST FOR THAT  
PURPOSE AND

84 613 0 0 52THE PET PEOPLE GET THE HORSES THAT ARE NOT WORK QUALITY.

84 614 0 0 12Get rid of the lottery system go to a first come first served  
system.

84 614 0 0 22Take more of these horses and burros to horse shows to get them  
around

84 614 0 0 32more horse people, who could then adopt. Better leadership by

84 614 0 0 42management. May even look into the private sector to run the  
program

84 622 0 0 12PEOPLE NEED TO KNOW THESE ARE REAL, WILD ANIMALS. SOMEHOW THEY  
NEED A

84 622 0 0 22DEMONSTRATION TO SHOW PEOPLE WHAT IT'S LIKE. (ELSE) YEAH, I  
DON'T WANT

84 622 0 0 32TO EVER SEE THIS PROGRAM STOP, I LOVE IT! I LOVE THOSE  
CRITTERS AND I

84 622 0 0 42THINK THEY SHOULD BE PROTECTED LIKE ANY OTHER WILD ANIMAL.

84 626 0 0 12IF YOU COULD BE A GAURENTEED A HORSE WHEN YOU GET TO THE  
ADOPTION

84 626 0 0 22CENTER. I WAS ON A LIST FOR TWO YEARS, AND BY THE TIME THEY  
GOT TO ME I

84 626 0 0 32HAD TO TAKE WHAT WAS LEFT. (ELSE) UMMM...I DON'T KNOW OF  
ANYTHING RIGHT

84 626 0 0 42OFF HAND.

84 627 0 0 12WHEN THEY SAY THEY ARE GOING TO PUT A FREEZE BRAND ON THE  
ANIMALS, THEY

84 627 0 0 22SHOULD DO IT. NEITHER ONE OF OUR HORSES HAVE THE NUMBER ON  
THEIR NECK.1

84 630 0 0 12I'D LIKE TO SEE THEM IN THE AREA MORE. (EXP) LAST TIME WAS 5-6  
YEARS

84 630 0 0 22AGO. (ELSE) MORE INFO ON WILD HORSES VS. DOMESTICATED HORSES.  
(EXP/ELSE)

84 630 0 0 32PEOPLE ARE TOO QUICK TO HIT. (ELSE) MORE LITERATURE ABOUT WILD  
MUSTANGS.

84 630 0 0 42(ELSE) NO.

84 639 0 0 12THEY NEED TO ADVERTISE AND PROMOTE IT MORE. THEY TO SCREEN THE  
ADOPTERS

84 639 0 0 22BETTER, AND CHECK UP ON THE HORSES MORE TO SEE WHAT HAPPENS TO  
THE AND

84 639 0 0 32WHERE THE ARE GOING, AND HOW THE FACILITIES WHERE THEY ARE  
STAYING ARE.

84 639 0 0 42THEY NEED TO FOLLOW UP MUCH BETTER THAN THEY ARE.

84 639 0 0 52(ELSE) NO

84 640 0 0 12THEY NEED TO CHECK ON WHAT HAPPENS TO THESE ANIMALS

84 648 0 0 12THE LOCATION IN PALOMINO VALLEY WAS VERY HELPFUL AND  
INFORMATIVE. THE

84 648 0 0 22LOCATION IN SUSANVILLE, THEY ARE THE ONES THAT HAD THE  
ADOPTIONS IN RIO



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84 648 0 0 32LINDA, THE MAN THAT WAS RUNNING IT WAS NOT CHECKING ON THE FACILITIES

84 648 0 0 42WHERE THESE HORSES WERE GOING. THEY WOULDN'T CHECK ON ONE PLACE UNTIL

84 648 0 0 52THE VOLUNTEERS COMPLAINED AND TOLD THEM THAT SOME OF THE FACILITIES THAT

84 648 0 0 62THE HORSES WERE GOING TO WERE NOT ADEQUATE. WE HAVE SEEN SEVERAL OTHER

84 648 0 0 72PLACES WHERE THE HORSES HAVE GONE THAT ARE NOT ADEQUATE EITHER.

84 648 0 0 82THE ONLY THING I DON'T LIKE IS THE WAY THEY CHANGED THEIR ADOPTION

84 648 0 0 92METHOD.

84 649 0 0 12MORE MONEY, BETER BUDGET, AND THEY COULD HAVE MORE PEOPLE ON BOARD TO

84 649 0 0 22HELP. GOVERNMENT FUNDING HOLDS THEM BACK ON MANNY THINGS...BUT THAT'S

84 649 0 0 32JUST MY OPINION. (ELSE) NO.

84 658 0 0 12More education on what to expect when you get a wild horse.

More

84 658 0 0 22support for health care. And I think they should come to you haltered.

84 661 0 0 12I THINK THEY NEED MORE SCREENING [ELSE] NO

84 663 0 0 12A LITTLE INFORMATION OUT ON THE PROGRAM-WHAT'S AVAILIBLE, WHO TO

84 663 0 0 22CONTACT... (ELSE) NO

84 665 0 0 12BETTER STOCK. (EXP/ELSE) THE ADOPTION WE WERE AT DIDN'T HAVE A GOOD

84 665 0 0 22SELECTION OF HORSES. (ELSE) THEY WERE OLDER THAN I WOULD WANT TO ADOPT.

84 665 0 0 32(ELSE) IF THEY KNEW ANY CHARACTERISTICS OF THE HORSE OR BIRTHDATES WOULD

84 665 0 0 42HELP. (ELSE) NO.

84 666 0 0 12CAN THEM (MEAN) THE ONES THAT THEY CAN'T ADOPT, THEY SHOULD SELL TO THE

84 666 0 0 22AUCTION (ELSE) NO

84 667 0 0 12MORE ADVERTIZEMENT OF THE PROGRAM.

84 669 0 0 12THEY SHOULD CHECK-UP ON THE BURROS MORE AFTER BEING ADOPTED. (EXP/ELSE)

84 669 0 0 22SOME OF THEM HAVE NOT BEEN KEPT-UP. (ELSE) THEY NEED MORE FOLLOW-UP ON

84 669 0 0 32THE BURROS. (ELSE) NO.

84 673 0 0 12I THINK THEY NEED VELM HORSE SHOWS AND THE PROCEEDS FOR THE WILD HORSE

84 673 0 0 22AND BURROS [ELSE] NO

84 677 0 0 12GIVE BLM A LITTLE MORE CONTROL OVER THE PROGRAM.

84 678 0 0 12FOR NON-RANCHERS THEY NEED TO BE SCREENED A LITTLE MORE

84 689 0 0 12FIND A GOOD REPRESENTATIVE IN PAHRUMP VALLEY NEVADA.

84 694 0 0 12THEY NEED TO IMPROVE THE PROGRAM ABOUT FOLLOWING UP ON THE HORSES AFTER

84 694 0 0 22POST-ADOPTION, THEY ARE SUPPOSED TO COME OUT AND CHECK ON THE HORSES AND

84 694 0 0 32THEY DON'T.

84 695 0 0 12PEOPLE SHOULD BE EDUCATED ON HANDLING AND PERSONALITIES OF THE

84 695 0 0 22ANIMALS. (MAYBE A VIDEO ON THE SUBJECT).

84 698 0 0 12BE MOR ACCURATE IN REVEALING THE ANIMALS' AGE, ESPECIALLT THOSE OF COLTS

84 698 0 0 22AND FILLIES.

## WILD HORSE AND BURRO PROGRAM

## COMMENTS TO QUESTION 11: SUGGESTIONS FOR IMPROVING BLM'S PERFORMANCE

84 701 0 0 12ONCE THEY ARE ADOPTED THEY SHOULD FOLLOW UP ON THE HORSES WELL  
BEING FOR

84 701 0 0 22THE FIRST YEAR

84 705 0 0 12I WOULD LIKE A LONGER VIEWING TIME WE ONLY HAD 2 HOURS BEFORE  
THE

84 705 0 0 22ADOPTION [ELSE] NO I WAS VERY PLEASED

84 714 0 0 12make public more aware of dates and time and procedures for  
adoptions.

84 716 0 0 12I FEEL, IF I WAS RUNNING THE WILD HORSE PROGRAM IN AMERICA  
TODAY, UNCLE

84 716 0 0 22SAM HAS GOT 40,000 - 50,000 BROOD MARES OUT THERE AND IF THOSE  
WERE

84 716 0 0 32MANAGED PROPERLY THIS COULD BE TIRMED OMTF A PAYING  
PROPOSITION. I THINK

84 716 0 0 42THE REPLACEMENT STALLION SHOULD BE WATCHED CLOSELY AND GET SOME  
SIZE OUT

84 716 0 0 52THERE. I THINK THE ADOPTION PROCESS SHOULD BE HANDLED AT  
PUBLIC AUCTION

84 716 0 0 62AND THE PEOPLE WHO DIDN'T WANT THE HORSES TO GO TO SLAUGHTER  
COULD PUT

84 716 0 0 72UP OR BUTTON THEIR LIPS. THOSE HORSES WHICH ARE NOT GOOD  
HORSES SHOULD

84 716 0 0 82GO TO SLAUGHTER AND THE GOOD ONES USED.

84 718 0 0 12THERE SHOULD BE MORE ADOPTION DATES. CURRENTLY THERE IS ONLY  
ONE DATE A

84 718 0 0 22MONTH WHEN YOU CAN ADOPT A HORSE, AND THAT IS NOT ENOUGH.  
(ELSE) NO

84 722 0 0 12I FEEL THAT THEY SHOULD LEAVE THE ADOPTION OPEN AND HAVE  
CERTAIN DAYS

84 722 0 0 22YOU CAN PERCHACE STRAIGHT FROM THE RANCH. IF IT AINT BROKE,  
DON'T FIX

84 722 0 0 32IT, THAT'S MY FEELINGS ON IT. (ELSE) NO, THAT'S PROABABLY THE  
WHOLE

84 722 0 0 42THING. I WON'T ADOPT AGAIN IF THEY KEEP CHANGEING POLICY.

84 725 0 0 12I MEAN YOU CAN STAR THIS THREE TIMES:THE INEQUITY OF LETTING  
PEOPLE

84 725 0 0 22ADOPT HORSES IN PLACE OF OTHER PEOPLE. IT'S UNFAIR TO DRIVE  
THROUGH

84 725 0 0 32THREE STATES AND CAMP OUT TO HAVE THESE OTHERS COME WITH POWER  
OF

84 725 0 0 42ATOURNEY AND GET FIRST PICK, I REALLY DON'T THINK IT'S FAIR.  
I'VE SEN

84 725 0 0 52SOME VERY UPSET PEOPLE IN THE STATE OF WYOMING AT THRE DRAWS.  
(ELSE)

84 725 0 0 62THEY HAD BETTER RED FLAG WHERE THOSE HORSES ARE GOING BECAUSE  
PEOPLE GET

84 725 0 0 72LOTS OF HORSES BY POWER OF ATOURNEY UNDER ANOTHER NAME AND SEND  
THEM TO

84 725 0 0 82THE CANNERY. I HAVE NEVER HAD ANYONE FROM BLM FOLLOW UP ON MY  
HORSES,

84 725 0 0 92THEY NEED TO RED FLAG THOSES MULTIPLE ADOPTIONS AND SAY "WHAT'S  
GOING

84 725 0 0 102ON?"

84 726 0 0 12I THINK IF THEY ARE GOING TO KEEP WILD HORSES ON THE RANGE, I  
THINK THEY

84 726 0 0 22SHOULD KEEP THEM ON THE RANGE. THEY SHOULDN'T ROUND UP AS MANY  
AS THEY

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84 726 0 0 32HAVE ROUNDED UP AND I DON'T BELIEVE THE GOVERNMENT HAD THE  
RIGHT AND  
84 726 0 0 42TITLE TO THEM HORSES BECAUSE THEY BELONGED TO EVERYBODY. IF  
THEY ARE  
84 726 0 0 52GOING TO DO THIS THEY SHOULD ROUND THEM UP EVERY 5 YEARS. KEEP  
THE WILD  
84 726 0 0 62HORSES OUT THERE. THE GOVERNMENT, WITH THE MONEY THAT THEY GET  
FROM  
84 726 0 0 72SELLING THE HORSES, I BELIEVE THEY OUGHT TO BUY SOME GOOD STUDS  
AND PUT  
84 726 0 0 82THEM IN DIFFERENT BUNCHES, GOOD BLOODED STUDS OUT THERE SUCH AS  
QUARTER  
84 726 0 0 92HORSES AND THOROUGHBREDS THAT HAVE SOME GOOD BLOOD IN THEM.  
THE HORSES  
84 726 0 0 102HAVE INBRED. ROUND THEM UP ABOUT EVERY 5 YEARS AND ADOPT THEM  
OUT.  
84 729 0 0 12MORE EDUCATION TO THE GENERAL PUBLIC AND VOLUNTEERS ON THE  
ANIMALS.  
84 729 0 0 22(ELSE) NO.  
84 735 0 0 12LET ME KNOW MORE ABOUT EDUCATION, I HAVEN'T HEARD MUCH ABOUT  
EDUCATION.  
84 735 0 0 22(ELSE) NO  
84 745 0 0 12Should let adopter know that BLM will come out and inspect the  
horse and  
84 745 0 0 22sign off on the horse so you can get the title. BLM should also  
inform  
84 745 0 0 32people about their programs.  
84 750 0 0 12START IN GRADE SCHOOLS AND WORK THEIR WAY UP IN SCHOOL FOR  
EDUCATION  
84 750 0 0 22ABOUT THE ANIMALS. (EXP/ELSE) THE PUBLIC NEEDS TO BE BETTER  
INFORMED.  
84 750 0 0 32(ELSE) NO.  
84 751 0 0 12MABY IN THE ADOPTIONS OF MARES AND FOLES, MABY THEY CAN CHECK  
THE MARES  
84 751 0 0 22BETTER AND IF THEY ARE IN FOLE, IF THE BUYER KNOWS THEN THAY  
COULD TAKE  
84 751 0 0 32DIFFERENT STEPS. (ELSE) NO.  
84 752 0 0 12They could have the staff to come back in about 6 months and  
look after  
84 752 0 0 22you adopt, to make that things are up to Hoyle. (else) I think  
it's a  
84 752 0 0 32mistake for them(BLM people) I think that it's unnecesery. Esp  
at the  
84 752 0 0 42adoptions. It really sort of bothered me Because they all had  
them  
84 752 0 0 52except the ladies behind the desk.  
84 753 0 0 12MORE INFORMATION BEFORE THE ADOPTION SO THAT MORE PEOPL WOULD  
KNOW ABOUT  
84 753 0 0 22IT. THE VIDEO MAKES THE ANIMALS LOOK REAL GOOD, BUT THAT IS  
NOT ALWAYS  
84 753 0 0 32THE CASE - IT SHOULD BE MORE REALISTIC. (ELSE) TAKE BETTER  
CARE OF THE  
84 753 0 0 42ANIMALS (ELSE) NO  
84 760 0 0 12A LITTLE MORE ADVANCE NOTICE ON ADOPTIONS. CLASSES, I THINK  
WOULD BE  
84 760 0 0 22GREAT AS FAR AS TRYING TO HANDLE AND TAKE CARE OF THEM. THE  
LAST COUPLE



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84 760 0 0 32HORSES WE GOT INFECTED OUR WHOLE HERD WITH "STRANGLES". ONE  
HAD TO BE  
84 760 0 0 42PUT DOWN - HAD ENCEPHALITIS. THEY REPLACED IT.  
84 762 0 0 12GET MORE OF THE SATELLITE SALES OUT THERE TO PEOPLE WHO CANNOT  
TRAVEL  
84 762 0 0 22THE FAR DISTANCES TO THE SALES. HAVE THEM IN MORE REMOTE  
PLACES THAT  
84 762 0 0 32USUALLY DON'T GET SALES.  
84 764 0 0 12I PERSONALY THINK THEY NEED TO SCREEN THE ADOPTERS BETTER. I  
SAW SOME  
84 764 0 0 22OF THE OTHER PEOPLE, AND THEY LOOKED UNPREPARED. MABY JUST  
SCREENING  
84 764 0 0 32ADOPTERS BETTER. (ELSE) I DON'T THINK SO...WELL MABY THERE IS  
ONE THING.  
84 764 0 0 42I USUALLY GO TO RENO TO GET HORSES, I'D LIKE TO BE ABLE TO JUST  
GO  
84 764 0 0 52INSTEAD OF BEING ABLE TO ONLY AT CERTAIN TIMES.  
84 767 0 0 12WE JUST WENT TO THE ADOPTION ON SATURDAY WHERE THEY PULLED THE  
NAME OUT  
84 767 0 0 22OF THE HAT. I LIKED IT BETTER WHEN YOU WERE ON A LIST AND YOUR  
NAME  
84 767 0 0 32PROGRESSED UP THE LIST SO EVENTUALLY YOU COULD BE HIGH ON THE  
LIST SO  
84 767 0 0 42YOU COULD ACTUALLY BE A POSSIBLE FIRST NAME ON THE LIST AND  
HAVE YOUR  
84 767 0 0 52FIRST CHOICE OF THE HORSES. NOW THEY ARE DOING IT LIKE A  
LOTTERY DRAW  
84 767 0 0 62AND I DON'T THINK THAT IS FAIR AND SOME PEOPLE CAN GET CALLED  
MORE THAN  
84 767 0 0 72ONCE. I WOULD LIKE TO SEE IT GO BACK TO THE OTHER WAY FOR A  
FAR BETTER  
84 767 0 0 82PROGRAM.  
84 775 0 0 12HOLD THE HORSES FOR ABOUT A MONTH. NOT A GOOD IDEA TO PULL  
RIGHT OFF  
84 775 0 0 22THE RANGE AND ADOPT THEM.  
84 776 0 0 12I THINK THEY SHOULD COME CHECK THE HORSES. WHAT ABOUT THEM DAMN  
HORSES.  
84 780 0 0 12THEY NEED AN EDUCATION FOR PEOPLE WHO HAVE NEVER WORKED WITH  
HORSES THAT  
84 780 0 0 22MUCH. THE VIDEO IS GREAT, BUT THY NEED CLASSES THAT PEOPLE CAN  
ATTEND  
84 780 0 0 32(ELSE) NO  
84 782 0 0 12THEY HAD MORE ANIMALS THAN THEY COULD ADOPT WHEN I WAS THERE  
AND THEY  
84 782 0 0 22WERE GOING TO SEND THEM TO ADOPTION LOCATIONS BACK EAST. THEY  
NEED TO  
84 782 0 0 32MAKE THE GENERAL PUBLIC MORE AWARE THAT THERE ARE STILL WILD  
HORSES AND  
84 782 0 0 42BURROS AVAILABLE FOR ADOPTION. I UNDERSTAND THEY ARE STILL  
ROUNDING UP  
84 782 0 0 52LARGE NUMBERS TO PREVENT THEM FROM STARVING.  
84 783 0 0 12MAKE RAKE DEER AND LET THE COWBOYS CATCH THIER OWN HORSE, NOT  
TO KILL  
84 783 0 0 22BUT TO KEEP AND LOVE. OFFER THIS TO PEOPLE WHO MEET THE  
CRITERIA  
84 787 0 0 12THEY NEED MORE EDUCATED PEOPLE (ELSE) NO



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84 789 0 0 12THEY BETTER GET SOME GUYS IN THERE THAT KNOW A LITTLE BIT MORE ABOUT

84 789 0 0 22HORSES OR BURROS.

84 794 0 0 12WELL, CLASSES IF THEY DON'T HAVE EM', SOUNDS LIKE THEY DO, BUT I DIDN'T

84 794 0 0 22SEE THEM. IF THEY COULD GIVE CLASSES TO THE PUBLIC IT WOULD BE VERY

84 794 0 0 32GOOD. (ELSE) UH...WELL I, I, I GUESS I WOULD PREFERE NOT TO SEE THEM

84 794 0 0 42HAVE IT IN A CORECTIONAL FACILITY. THAT WAS THE BIGGEST HEADACHE,

84 794 0 0 52GETTING INTO THE CORRECTIONAL FACILITY, THEY HAVE TO DEAL WITH THEIR OWN

84 794 0 0 62PROCEDURES AND ALL. IT WOULD BE BETTER IF THEY HELD IT OUTSIDE THE

84 794 0 0 72CORECTIONAL FACILITIES.

84 796 0 0 12THE STAFF JUST NEEDS TO GIVE PEOPLE MORE KNOWLEDGEABLE INFORMATION AND

84 796 0 0 22A LITTLE BIT MORE FRIENDLY STAFF.

84 797 0 0 12MORE ADOPTIONS

84 803 0 0 12ON THESE HERDS I WOULD LIKE TO KNOW MORE ABOUT THE HERDS THEMSELVES -

84 803 0 0 22WHERE THEY COME FROM, THE TERRAIN THEY WERE IN, HOW MANY HORSES WERE IN

84 803 0 0 32IT. I HAVE HUNDREDS OF QUESTIONS.

84 804 0 0 12I FEEL THEY'D PROBABLY HAVE BETTER...I FEEL IT'D BE BETTER IF THEY GIVE

84 804 0 0 22THE HORSES A FEW DAYS TO CALM DOWN SO THEY DON'T GET PLUM SCARED TO

84 804 0 0 32DEATH. (ELSE) UM, NO.

84 808 0 0 12DO A BETTER JOB OF PRESENTING WHAT THE ALTERNATIVES MIGHT BE. DO A

84 808 0 0 22BETTER JOB OF SHOWING WHAT OTHER ALTERNATIVES MIGHT BE IF THESE ANIMALS

84 808 0 0 32AREN'T ADOPTED. A STRONGER EMPHASIS ON WHAT THESE ANIMALS MIGHT FACE IF

84 808 0 0 42THEY AREN'T ADOPTED.

84 821 0 0 12WHEN YOU ARE GETTING THE HORSES OUT OF THERE WITH ALL OF THE HORSE

84 821 0 0 22TRAILERS, I THINK THEY NEED TO ORGANIZE THAT A LITTLE BETTER.

84 835 0 0 12HAVE MORE LOCAL ADOPTIONS. (ELSE) KEEP THE PRICES AFFORDABLE. (ELSE) NO.

84 842 0 0 12UM, WELL, LIKE I SAID ALONG...IT'S EDUCATING THE PUBLIC ON HOW TO TRAIN

84 842 0 0 22THEM BECAUSE THEY'RE WILD, AND THE PUBLIC NEEDS TO BE EDUCATED ON THAT.

84 842 0 0 32THEY HAVE VERY LITTLE ON TRAINING AND BREAKING THE ANIMALS. (ELSE) WELL,

84 842 0 0 42A SQUEEZE SHUTE IS NEEDED TO BREAK THE HORSE AND SHOULD BE EXPLAINED TO

84 842 0 0 52THE PUBLIC.

84 843 0 0 12JUST A FOLLOW-UP PHONE CALL. LET PEOPLE HAVE THEM FOR A COUPLE OF

84 843 0 0 22MONTHS AND JUST CALL ADOPTERS TO SEE HOW THINGS ARE GOING, SOMEBODY WHO

84 843 0 0 32HAS ACTUALLY WORKED WITH ONE OF THESE.

84 844 0 0 12GET THE WORD OUT MORE.

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84 846 0 0 12HAVE A FACILITY LIKE A FAIR GROUND, INSTEAD OF GOING A LONG  
DISTANCE.

84 848 0 0 12Improve the follow up. To make sure that you fall into the  
range

84 848 0 0 22they've set out.

84 852 0 0 12Return the best horses back to the Unites.

84 853 0 0 12THEY NEED TO GET ALL FIRST TIME ADOPTERS TOGETHER, SCREEN THEM  
MORE, AND

84 853 0 0 22NOT LET THEM TAKE HOME MORE THAN ONE ANIMAL. THE NEED TO LET  
THEM KNOW

84 853 0 0 32HOW MUCH TIME AND PATIENCE IS INVOLVED IN RAISING THE ANIMALS.  
LET THEM

84 853 0 0 42KNOW THAT THEY MIGHT GET A "ONE PERSON" ANIMAL, WHICH IS AN  
ANIMAL THAT

84 853 0 0 52ONLY ASSOCIATES WELL WITH ONE PERSON. THEY SHOULD HAVE CLASSES  
FOR

84 853 0 0 62FIRST-TIME ADOPTERS AND THEY SHOULD TRY TO GIVE THEM THE  
YOUNGER

84 853 0 0 72ANIMALS, BECAUSE THE YOUNGER ANIMALS ARE EASIER TO BOND WITH  
AND BE

84 853 0 0 82WITH. (ELSE) NO

84 854 0 0 12THE PERSON SHOULD KNOW HOW MANY HORSES THEY'LL BE ABLE TO  
PURCHASE.

84 854 0 0 22(ELSE) A YEAR'S TOO LONG.

84 863 0 0 12A BOOK INSTEAD OF A TAPE. THEY NEED TO EDUCATE MORE. IT WOULD  
HELP TO

84 863 0 0 22HAVE A PAY IN ADVANCE TYPE OF THING. LIKE A DEPOSIT.

84 863 0 0 32I RECEIVED SOME WILD HORSES THAT WERE LOADED WITH RING WORM.  
THAT

84 863 0 0 42SHOULD'VE BEEN TAKEN CARE OF. THEY DON'T INSPECT THE  
FACILITIES

84 863 0 0 52PROPERLY.

84 870 0 0 12Change from the lottery system. Don't agree with the bid  
system. Because

84 870 0 0 22the people with the most money would get the best horses.

84 877 0 0 12Have a uniform procedure in all areas.{else} Better managment  
in the

84 877 0 0 22Meeker area.

84 878 0 0 12THEY HAVE TO WATCH WHAT THEY TAKE OUT OF THE HEARD. THEY ARE  
USING

84 878 0 0 22THEIR HEADS.

84 888 0 0 12NEED TO HAVE A BLM OFFICE NEAR BY, OR HAVE A REPRESENTATIVE  
COME BY AND

84 888 0 0 22CHECK IN.

84 889 0 0 12BLM really needs to let people know what they are getting into  
when they

84 889 0 0 22own a wild horse. So that after the years up they won't be  
killed

84 889 0 0 32because the people couldn't handle them.

84 890 0 0 12Video tape was lacking information. Could improve video more on

84 890 0 0 22feeding, handling and safety. {else} no.

84 894 0 0 12TO SEE THE ANIMALS UP CLOSE, TO SEE HOW BIG THEY ARE, BASICALLY  
HAVING A

84 894 0 0 22CLOSER INSPECTION OF THE ANIMALS

84 897 0 0 12STAY WITH THE NUMBER DRAWING INSTEAD OF THE LOTTERY TYPE THING.

84 903 0 0 12CHECK BETTER ON ADOPTERS AFTER ADOPTION

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84 906 0 0 12BETTER EDUCATION, PEOPLE NEED TO REALIZE THAT THEY ARE WILD ANIMALS.

84 906 0 0 22LET PEOPLE KNOW HOW TO TAME THEM. (ELSE) NO

84 907 0 0 12More places like in lewiston. Because the other places are to far to go.

84 908 0 0 12THEY DEFINATELY NEED TO GET SOME CLASSES ESPECIALLY FOR FIRST TIME

84 908 0 0 22ADOPTORS.

84 916 0 0 12Lottery should be done before the day of adoption.

84 921 0 0 12They should check up on the horses a few months or at least twice before

84 921 0 0 22you receive title.

84 924 0 0 12SHOULD HAVE LARGER FACILITY (FOR VIEWING) WITH FEWER ANIMALS.

SORTED BY

84 924 0 0 22AGE AND SMALLER GROUPS.

84 925 0 0 12I THINK IF THEY ARE GOING TO PUT HORSES UP FOR ADOPTION, THEY SHOULD

84 925 0 0 22HAVE IT AT THE SAME TIME AND PLACE ANNUALY SO THAT PEOPLE WOULD NOT HAVE

84 925 0 0 32TO RESEARCH SO MUCH.(else)

84 926 0 0 12CAN THE OLDER ONES AND ONLY ADOPT THE YOUNGER ONES. (ELSE) THE YOUNG ARE

84 926 0 0 22THE ONLY ONES PLACEABLE. (ELSE) NO

84 930 0 0 12SHOULD BETTER ADVERTISE EDUCATION PROGRAM.

84 931 0 0 12Make the information easier for the general public to get. They do a

84 931 0 0 22good job with the people already in the system. With more information

84 931 0 0 32out, they would draw in more people to adopt.

84 938 0 0 12Have them in our area more like they had this year in Twinn Falls Idaho.

84 939 0 0 12OH, I DON'T KNOW THERE IS MUCH, EXCEPT MABY FOLLOW-UP, THEY SAID THEY

84 939 0 0 22WOULD COME OUT EVERY FEW MONTHS, AND I KNOW THEY ARE BUSY, BUT THEY

84 939 0 0 32HAVEN'T ONCE. SO ALL I CAN SAY IS IT WOULD BE FOLLOW-UP. (ELSE) NAH, I

84 939 0 0 42THINK THAT'S BOUT IT.

84 943 0 0 12SCREEN ADOPTERS BETTER BEFOR AND AFTER ADOPTIONS.

84 951 0 0 12I THINK PERSPECTIVE ADOPTERS SHOULD BE SCREENED FOR THEIR BACKGROUND OF

84 951 0 0 22HORSES IN GENERAL.

84 957 0 0 12ADOPTERS SHOULD BE LET KNOW WHEN HORSES ARE SICK AND CANT CROSS STATE

84 957 0 0 22LINES. CHECK HORSES MORE OFTEN.

84 958 0 0 12THEY NEED TO HAVE CLASSES FOR FIRST TIME ADOPTERS. THEY NEED TO HAVE

84 958 0 0 22MORE CHECKS TO SEE HOW THE HORSES AND BURROS ARE TREATED. THEY NEED

84 958 0 0 32BETTER TRACKING ON PEOPLE TO KEEP THE ANIMALS OUT OF THE SLAUGHTER

84 958 0 0 42HOUSE. (ELSE) THEY SHOULD BE ADOPTIONS AND NOT AUCTIONS. (ELSE) NO

84 959 0 0 12A little more notice time for the adoptions

84 960 0 0 12Tell people how wild they are they are like a deer or something.{else}



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84 960 0 0 22They should tell people about their intelligence level"their  
not as  
84 960 0 0 32smart as a quarter horse"(else) Shouldn't let people adopt the  
older  
84 960 0 0 42ones 2 years and older there are just to wild. You can train  
them but it  
84 960 0 0 52takes a while.  
84 962 0 0 12IMPROVE THEIR SCREENING ON PEOPLE WHO ADOPT ANIMALS AND MAYBE  
CHANGE THE  
84 962 0 0 22RULES ON HOW MANY EACH PERSON CAN ADOPT. THIS SHOULD BE  
REFLECTED IN  
84 962 0 0 32THE SCREENING RESULTS AND MOVE IT AWAY FROM A LOTTERY SYSTEM  
(ELSE) NO  
84 968 0 0 12IF THEY HAD THEM MORE OFTEN IN THIS AREA. (ELSE) NO.  
84 970 0 0 12Prefer the set up were you can go thru out the year and get a  
horse.  
84 970 0 0 22don't like the lottery system. I think a lot of little  
adoptions are  
84 970 0 0 32better than one or two big one cause people might just be able  
to get a  
84 970 0 0 42horse at certain times of the year.  
84 971 0 0 12GET MORE VOLUNTEERS TO CHECK ON PRE ADOPTIONS. CHECK OUT THEIR  
84 971 0 0 22FACILITIES.  
84 977 0 0 12I DON'T LIKE THE IDEA THAT HORSES THAT ARE NOT ADOPTED ARE  
WAREHOUSED IN  
84 977 0 0 22NORTHERN NEVADA. (ELSE) THEY SHOULD STAY ON THE RANGE. (ELSE)  
GET RID OF  
84 977 0 0 32THE CATTLE AND THE SHEEP. (EXP/ELSE) LEASE THE GROUND TO THE  
HORSES.  
84 977 0 0 42(ELSE) NO.  
84 978 0 0 12MORE INFO TO THE PUBLIC ON THE HORSES THEMSELVES. FURTHER HELP  
FOR WILD  
84 978 0 0 22HERDS.  
84 979 0 0 12Abandon the program. It cost the government about 1500 dallors  
to get me  
84 979 0 0 22a 150.00 horse. The private sector could probably do it  
cheaper(else)  
84 979 0 0 32These horses are justlike any other animal thats out there that  
needs to  
84 979 0 0 42be controled. And I'm just not sure we need to do it so  
humanely.  
84 979 0 0 52.  
84 980 0 0 12BLM SHOULD SEGREGATE THE ONES THAT ARE GOING TO BE A  
DISCIPLINARY  
84 980 0 0 22PROBLEM. GIVE MORE EDUCATION THAN IS OFFERED BY THE VIDEO  
TAPE, ALSO,  
84 980 0 0 32THE TAPE SHOWS THAT ANIMALS AS BEING TAME, WHICH IS NOT TRUE.  
THEY  
84 980 0 0 42SHOULD WARN POTENTIAL ADOPTERS THAT YOU MAY HAVE A HORSE WITH  
AN  
84 980 0 0 52ATTITUDE. LET ADOPTERS UNDERSTAND THAT THE HORSE MAY NOT  
RESPOND FOR  
84 980 0 0 62YEARS TO TRAINING. THEY SHOULD CHECK FACILITIES PERSONALLY  
BEFORE THE  
84 980 0 0 72ADOPTION. AND, FINALLY, THEY SHOULD STRONGLY DISCOURAGE PEOPLE  
TAKING



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84 980 0 0 82THE ANIMALS TO THE SLAUGHTER HOUSE AFTER THEY HAVE TITLE TO THE ANIMALS.  
84 980 0 0 92(ESLE) NO.  
84 981 0 0 12EDUCATE THE PUBLIC ON THEIR PROGRAMS. EDUCATE (ADVERTISE) THE PUBLIC  
84 981 0 0 22MORE ON ADOPTIONS.  
84 987 0 0 12THEY SHOULD FOLLOW UP AFTER A COUPLE OF MONTHS TO SEE IF ADOPTERS  
84 987 0 0 22HAVE ANY QUESTIONS. I THOUGH THE HORSE WAS SICK. HE BECAME REALLY  
84 987 0 0 32SKINNY AND THEN FAT. I DIDN'T KNOW WHETHER IT HAD A DISEASE OR  
84 987 0 0 42NOT. ON A REGULAR HORSE YOU CAN TELL, BUT , A WILD HORSE IS DIFFERENT.  
84 988 0 0 12MORE INFORMATION ON THE QUALITY OF HORSES AVAILABLE AT THE ADOPTION  
84 988 0 0 22FACILITIES, ESPECIALLY THE ONES THAT HAVE MONTHLY ADOPTIONS. QUALITIES  
84 988 0 0 32LIKE SIZE. (ELSE) NO  
84 990 0 0 12MORE DETAILED CLASSES  
84 992 0 0 12Direct more money in the budget for milk replacement orphaned baby  
84 992 0 0 22horses. They now only have money available for  
With milk  
84 992 0 0 32replacement they can be built up so they can be adopted.  
84 993 0 0 12Have a real site inspection of adoptees facilities{else} All adoptees  
84 993 0 0 22should be required to take a class on the care and handling of wild  
84 993 0 0 32horses.{else} A history of the Herd would be nice.  
84 996 0 0 12MORE SPECIFIC INFORMATION ABOUT THE HORSES BEING ADOPTED.  
84 1010 0 0 12I WOULD GIVE MORE OF A SEMINAR. MORE HISTORY ON THE HORSES. (ELSE)  
84 1010 0 0 22TRADING TECHNIQUES.  
84 1012 0 0 12WELL I THINK THEY NEED TO PUT UP SOME KIND OF TRAINING, ESPECIALLY FOR  
84 1012 0 0 22PEOPLE WHO HAVE NO IDEA ABOUT HORSES. ESPECIALLY TO SHOW THEM THEY ARE  
84 1012 0 0 32WILD ANIMALS. TO MANY PEOPLE ADOPT THEM THINKING THEY ARE PETS, THEY  
84 1012 0 0 42ARE NOT. (ELSE) NOPE, THAT'S IT.  
84 1018 0 0 12I THINK THEY WILL GET FEWER ADOPTORS WITH THE PRICE RAISE.  
84 1019 0 0 12Checkthe adopter closer to make sure they really have the space.{else}  
84 1019 0 0 22Better follow up after the adoption.  
84 1021 0 0 12NOTIFICATION OF THE ADOPTIONS AND PLENTY OF TIME  
84 1024 0 0 12THEY OUGHT TO FIRE THE ENTIRE STAFF AT CANON CITY LOCATION. THEY ARE A  
84 1024 0 0 22BUNCH OF CROOKS. THEY TAKE MONEY UNDER THE TABLE TO PROVIDE GOOD HORSES  
84 1024 0 0 32TO CERTAIN INDIVIDUALS.  
84 1027 0 0 12Go from a auction to and adoption process.  
84 1031 0 0 12AUCTION THEM OFF. (ELSE) CHARGE MORE FOR THE BETTER HORSES AND LESS FOR  
84 1031 0 0 22THE NOT SO GOOD HORSES. (ELSE) NO  
84 1032 0 0 12(MORE) PUBLIC KNOWLEDGE, MORE EXPOSURE.  
84 1034 0 0 12FOLLOW UP ON FACILITIES

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84 1035 0 0 12PROBABABLY LOWER THE AMOUNT THAT CAN BE ADOPTED AT ONE TIME  
(ELSE) NO  
84 1039 0 0 12THEY NEED TO FOLLOW-UP ON FIRST TIME ADOPTERS. (EXP/ELSE) THEY  
NEED TO  
84 1039 0 0 22BE MORE AGGRESIVE ON FINDING OUT THE PEOPLE WHO EXPLOIT THESE  
HORSES.  
84 1039 0 0 32(ELSE) THEY SHOULD ALSO CALL AND SEE HOW THE ADOPTERS ARE  
COPING WITH  
84 1039 0 0 42THEIR ANIMALS. (ELSE) NO.  
84 1051 0 0 12Expand the area to include Wash State. They need more  
wranglers.Better  
84 1051 0 0 22education for the general puplic about the BLM, and the  
adoptions.{else}  
84 1051 0 0 32BLM should be at all the Fairs to show and educate people about  
the  
84 1051 0 0 42horses. Have information readily available.{else} Better follow  
84 1051 0 0 52up;should make an in person visit to adoptors. Resp stated that  
she  
84 1051 0 0 62could be contacted by the BLM if needed for further comments.  
84 1059 0 0 12SPEED UP ADOPTION PROCESS (HOW) MIGHT GIVE PEOPLE  
84 1059 0 0 22A BETTER PERSPECTIVE TOWARDS BLM. (HOW) THAT'S IT  
84 1059 0 0 32(ELSE) NONE  
84 1064 0 0 12More preadoption ads.  
84 1073 0 0 12MAYBE NOT SUCH RIDGED REQUIREMENTS ON THE HORSE TRAILORS.V  
84 1080 0 0 12I WISH THEY'D LET YOU ADOPT MORE AT A TIME. (WHY) WELL, I GUESS  
IF I HAD  
84 1080 0 0 22MORE THAN 4 AT A TIME I COULD DO MORE WITH EM, AND YOU GOT TO  
WAIT A  
84 1080 0 0 32YEAR. IN THAT YEARS TIME I COULD BREAK...TEN, TWELVE OF THEM,  
I JUST  
84 1080 0 0 42WISH YOU COULD GET MORE. I'VE HAD GOOD LUCK WITH EM. (ELSE)  
NO, THAT'S,  
84 1080 0 0 52THAT'S ABOUT ALL I CAN THINK OF.  
84 1082 0 0 12They split the "Sulfer Horses"into two groups one went to  
St.George one  
84 1082 0 0 22to Salt Lake. They had drawings at both places. I don't think  
it was  
84 1082 0 0 32fair that the people who got in the drawing at ST. George also  
got to  
84 1082 0 0 42draw at Salt Lake. I don't think they should have been allowed  
to draw  
84 1082 0 0 52untill all those who wanted a horse from the first drawing got  
one.  
84 1082 0 0 62they said that people could still be in the drawing as long as  
they  
84 1082 0 0 72hadn't gotten their 4 for the year. That means that people who  
wanted  
84 1082 0 0 82one couldn't get one.  
84 1086 0 0 12ELIMINATE THE AUCTION PROCESS.  
84 1088 0 0 12More information on training. {else} No.  
84 1093 0 0 12THERE OUGHT TO BE STAFF TO ANSWER ANY QUESTIONS ABOUT A  
PARTICULAR  
84 1093 0 0 22ANIMAL.  
84 1096 0 0 12MORE EDUCATION TO THE ADOPTEE. MAYBE MORE HELP IN TRAINING.  
84 1101 0 0 12I'M NOT CRAZY ABOUT THE WAY THEY AUCTION.  
84 1104 0 0 12I THINK ADVERTISING FOR ONE AND GET THE WORD OUT TO PEOPLE, AND  
I THINK

WILD HORSE AND BURRO PROGRAM  
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84 1104 0 0 22NUMBER 2 WOULD BE HAVING MORE ADOPTIONS IN AREAS WHERE PEOPLE DO  
84 1104 0 0 32FREQUENT HORSE SALES AND HAVING A LOT OF HORSES AND HORSE PROPERTY. I  
84 1104 0 0 42THINK THEY DO A LOT OF ADOPTIONS IN CERTAIN AREAS AND NOT OTHER AREAS  
84 1104 0 0 52AND I THINK THEY SHOULD SPREAD IT OUT TO MORE PEOPLE.  
84 1105 0 0 12MORE INFORMATIVE LITERATURE. MORE ADVERTISING FOR ADOPTIONS.  
84 1106 0 0 12WOULD LIKE TO SEE BIGGER (TALLER) HORSES.  
84 1110 0 0 12More information on the people adopting the horses.  
84 1113 0 0 12More oppertunity to view.{else} Fewer horses in a coral 10, or less in  
84 1113 0 0 22a pen would be nice.{else} Process fees sooner.{else} Better  
84 1113 0 0 32advertising of classes. {else} Would like to know more about the  
84 1113 0 0 42Heritage of the Herd.  
84 1128 0 0 12A LITTLE MORE INFORMATION ABOUT THE BURROS, THEY HAD A LOT ABOUT HORSES.  
84 1131 0 0 12Local training clinics for people on training their horses.  
84 1132 0 0 12MORE POST ADOPTION FOLLOW UP.  
84 1133 0 0 12CHECK UP ON PEOPLE A LITTLE MORE.  
84 1140 0 0 12FOLLOW-UP;THEY SHOULD HAVE VISITED THE ANIMALS TO SEE THE FACILITIES AND  
84 1140 0 0 22CHECK OUT THE ANIMALS.  
84 1147 0 0 12DONT ADOPT OUT HORSES OVER 2-3 YRS OLD.  
84 1149 0 0 12Have them in a area were they can be feed a better diet. So that people  
84 1149 0 0 22will be able to see what they'll look like after they've been taken care  
84 1149 0 0 32of a little better.[else] No.  
84 1150 0 0 12When you go, and some people have come a long way. they should let each  
84 1150 0 0 22person get one horse first. Then what ever is left go around again. They  
84 1150 0 0 32were letting the people who drew get two or three at a time.  
84 1151 0 0 12I THINK MORE CLASSES WOULD BE NICE BEFORE ADOPTION SO YOU CAN SEE WHAT  
84 1151 0 0 22YOU'RE GETTING INTO. PEOPLE DON'T LOOK AT THEM AS A WILD ANIMAL, THEY  
84 1151 0 0 32THINK IT'S A PET. THEY DON'T KNOW WHAT THEY'RE GETTING INTO BECAUSE  
84 1151 0 0 42THEY ARE NOT PROPERLY INFORMED. THEY NEED TO UNDERSTAND THEY'RE STILL  
84 1151 0 0 52WILD ANIMALS, NOT JUST A PET THEY CAN THROW IN THE BACKYARD WITH THE  
84 1151 0 0 62KIDS AND EXPECT THEM TO BE OKAY. I ALSO THINK THE PROCESS FOR ADOPTION  
84 1151 0 0 72SHOULD GO ALOT FASTER. THEY TAKE TOO LONG WITH THE PAPERWORK AND  
84 1151 0 0 82THERE'S ALOT OF PEOPLE JUST STANDING AROUND DOING NOTHING.  
84 1158 0 0 12Better notice on up comeing adoptions. More information on training the  
84 1158 0 0 22horses. And there is a need to clarify expectations of what people  
84 1158 0 0 32should expect from the animals.Have more training video tapes available  
84 1158 0 0 42for people. And more information about the animals themselves.



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84 1159 0 0 12DEALING WITH PEOPLE, YOU DON'T KNOW WHERE THEIR HEART IS.  
84 1163 0 0 12PHONE CALL FOLLOW UPS.  
84 1173 0 0 12I THINK THEY SHOULD SHOULD THE WILD HORSE AND BURROS  
84 1173 0 0 22ON TELEVISION TO SHOW HOW THEY ARE HANDLED, I THINK THAT  
84 1173 0 0 32WOULD BE A BIG BENIFIT .  
84 1180 0 0 12NEED MORE POST ADOPTION FOLLOW UP.  
84 1181 0 0 12SOME OF THE STALLIONS ARE SO WILD. THE MALES ARE MORE  
84 1181 0 0 22THAN THE AVERAGE TO HANDLE. I THINK THEY NEED TO RUN  
84 1181 0 0 32THEM THROUGH THEIR PROGRAM BEFORE HANDING THEM OUT.  
84 1182 0 0 12I don't think that the better quality horses should go for a  
higher  
84 1182 0 0 22price. All should be the same;since it's really only a matter  
of color  
84 1182 0 0 32anyway. It just means that those with more money would get  
the "prettier"  
84 1182 0 0 42horses. But since we are all taking a chance anyway it should  
all be the  
84 1182 0 0 52same.  
84 1188 0 0 12LARGER NUMBER ON THE TAGS THAT GOES AROUND THE MUSTANG'S OR  
BURRO'S  
84 1188 0 0 22NECK.  
84 1191 0 0 12NEED MORE POST ADOPTION FOLLOW UP.  
84 1195 0 0 12NEED TO CONTINUE TO KEEP GOING WITH THE ADOPTION PROGRAM. THEY  
NEED TO  
84 1195 0 0 22WORK WITH THE PARK SERVICE.  
84 1196 0 0 12I THINK THE EDUCATION END OF IT COULD BE IMPROVED SO THAT  
PEOPLE WHO'VE  
84 1196 0 0 22NEVER OWNED A WILD HORSE OR BURRO CAN BE AWARE OF WHAT THEY'RE  
GETTING  
84 1196 0 0 32INTO. PEOPLE DON'T REALIZE WHAT IT'S LIKE CARING FOR A WILD  
ANIMAL, AS  
84 1196 0 0 42FAR AS TAKING THE TIME AND ENERGY FOR IT. PEOPLE THINK YOU'RE  
DEALING  
84 1196 0 0 52WITH YOUR AVERAGE PET.  
84 1197 0 0 12THEY NEED A BETTER LOTTERY PROGRAM FOR THE ORDER OF CHOICES OF  
HORSES.  
84 1197 0 0 22(ELSE) THEY NEED TO NOT HAVE FAVORATISMS ON THE PART OF PEOPLE  
IN CHARGE  
84 1197 0 0 32AT THE ACTUAL ADOPTIONS. (ELSE) GET RID OF ROY LEWIS. THEY  
SHOULD GO  
84 1197 0 0 42BACK TO THE OLD ADOPTION PROGRAM AND GET RID OF THE AUCTION.  
84 1207 0 0 12MORE CONTACT WITH THE PEOPLE WHO ROUND UP THE HORSES.  
84 1208 0 0 12THE EDUCATION END OF THINGS, I THINK THE VIDEO THEY DO IS  
GROSSLY  
84 1208 0 0 22INADIQUITE, IT FAILS MISERABLY. I THINK THE IDEA OF A VIDEO IS  
GREAT,  
84 1208 0 0 32BUT THAT ONE IS POOR, AND THERE ARE PEOPLE WHO CAN HELP THEM  
MAKE A GOOD  
84 1208 0 0 42ONE. I THINK THEY NEED TO STRESS THESE ANIMALS MAY NEED EXTRA  
PATCINCE  
84 1208 0 0 52AND EXTRA CARE. I THINK THE PROGRAM HAS GREAT POTENTIAL ABD WE  
ARE  
84 1208 0 0 62GREATLY PLEASED WITH THE ANIMALS WE GOT. MONTY ROBERTS WAS ON  
DATELINE  
84 1208 0 0 72NBC LAST NIGHT TALKING ABOUT HIS GENTLER BREAKING HABITS, I  
THINK THEY



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84 1208 0 0 82(BLM) SHOULD ENCOURAGE THAT INSTEAD OF LETTING PEOPLE GO AND DO THEIR  
84 1208 0 0 92OLD "SACKING" AND "TIEING UP" FOR A BREAKING ROUTINE. (ELSE) I  
THINK THE  
84 1208 0 0102PROGRAM IS BASICALLY GOOD, I THINK THEY HAVE TO FINE-TUNE IT,  
THEY JUST  
84 1208 0 0112NEED TO IMPROVE EDUCATION AND THEIR FOLLOW-UP PROCEDURES.  
84 1211 0 0 12JUST MORE INFORMATION ABOUT WHAT THE HORSE IS LIKE, AND WHAT  
IT'S GOING  
84 1211 0 0 22TO BE LIKE, AND THE HORSE'S SIZE AND ALL. JUST LET THE PEOPLE  
KNOW MORE  
84 1211 0 0 32ABOUT WHAT THEY'RE GETTING IN TO.  
84 1217 0 0 12THEY SHOULD ENCOURAGE PEOPLE TO TAKE THE OLDER ANIMALS.  
84 1218 0 0 12USED THE LOTTERY SYSTEM. POTENTIAL ADOPTORS PICKED THEIR  
NUMBERS AND  
84 1218 0 0 22THEY TRANSFERRED THEIR NUMBERS TO OTHER PEOPLE.  
84 1220 0 0 12THEY NEED TO DO MORE EDUCATION. (EXP/ELSE) THE WILD HORSE IS  
MUCH  
84 1220 0 0 22DIFFERENT AND MUCH MORE DIFFUCULT THAN THE DOMESTIC HORSE.  
(ELSE) NO.  
84 1222 0 0 12Provide more horses or less people at the adoptions. Because  
there were  
84 1222 0 0 22so many people. The adoption process took way to long{else} No.  
84 1230 0 0 12THE ADOPTION PROGRAM IS VERY GOOD. THE MANAGEMENT OF THE WILD  
HORSES  
84 1230 0 0 22AND BURROS IS TERRIBLE. THE TAX PAYERS SHOULD NOT PAY TO FEED  
THE  
84 1230 0 0 32HORSES IN THE PEN. IF THEY ARE NOT ADOPTABLE WE SHOULD NOT PAY  
TO FEED  
84 1230 0 0 42THEM.  
84 1231 0 0 12put out flyers in feed stores etc. Need more information out to  
the  
84 1231 0 0 22general public. There's a lot of animals out there that need a  
home.  
84 1236 0 0 12More access to state or federaly run training for the horses.  
84 1237 0 0 12I'D LIKE TO SEE A SHOT SHEET TO SHOW WHEN THE HORSE NEEDS TO  
84 1237 0 0 22GET IT'S SHOTS AND MEDICAL CARE. ALSO SOMETHING TO SAY HOW  
84 1237 0 0 32TO KEEP THEM IN THE FENCE.  
84 1240 0 0 12THE LOADING PROCESS TOOK FOREVER.  
84 1248 0 0 12Give a list of phone numbers of trainers who would be willing  
to give  
84 1248 0 0 22advice either on the phone or in person.{else} A list of other  
adoptees  
84 1248 0 0 32who could be called for advice. or maybe form a support group.  
84 1256 0 0 12Allow the adoptors more time to spend with animals to look them  
over and  
84 1256 0 0 22get to "know" them a little better. Don't like the silent bid  
process  
84 1256 0 0 32brcause then the horses will only go to the highest bider and  
not to any  
84 1256 0 0 42one who wants one.  
84 1259 0 0 12Should have information readily available to adoptors.  
84 1269 0 0 12More information about were and when adoptions will happen.  
More  
84 1269 0 0 22information on training and handleing them.  
84 1280 0 0 12THEY NEED TO TRY TO HANDLE THE HORSES MORE AND MAYBE GIVE A  
CLASS ON HOW

WILD HORSE AND BURRO PROGRAM  
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84 1280 0 0 22TO HANDLE THE HORSES. (ELSE) MAKE SURE PEOPLE HAVE RIGHT  
FACILITIES AND

84 1280 0 0 32JUST BE AWARE HOW WILD THE HORSES ARE WHEN YOU GET THEM HOME.

84 1282 0 0 12More training for the adoptor on how to care for and handle  
their horse

84 1282 0 0 22or burro.

84 1289 0 0 12I THINK THAT A LOT OF PEOPLE GET A HOLD OF HORSES AND DON'T  
HAVE ANY

84 1289 0 0 22IDEA OF WHAT TO DO. THEY NEED TO EDUCATE PEOPLE ON THESE  
ANIMALS. MORE

84 1289 0 0 32SPECIFICATIONS ON ADOPTING A HORSE. FOLLOW THEIR OWN RULES.

84 1292 0 0 12I THINK THEY NEED TO GIVE THE COLTS SHOTS. THEY OUGHT TO PAY A  
VET TO

84 1292 0 0 22SEE THE ANIMALS.

84 1297 0 0 12I WOULD SUGGEST THEY HAVE SOME MORE FREQUENT LOCATIONS.

84 1301 0 0 12Have more adoptions in my area in N. Dakota they've never had  
one in my

84 1301 0 0 22area, and lots of people want them.{horses}

84 1304 0 0 12HAVE AN EXTRA DAY IN THERE TO GIVE A SEMINAR FOR PEOPLE WHO ARE  
OUT

84 1304 0 0 22THERE FOR THE FIRST TIME TO HELP PREPARE THEM.

84 1307 0 0 12OH, MABY THEY SHOULD ADVERTISE MORE WHEN THEY ARE GOING TO HOLD  
THEIR

84 1307 0 0 22ADOPTIONS AND SO FORTH. (ELSE) NOPE, THAT'D BE IT.

84 1316 0 0 12Instead of having a date,you should be able to just go down and  
adopt on

84 1316 0 0 22anyday that they have horses available. With the lottery system  
you can

84 1316 0 0 32get a low number and end up with a bad horse;and you might have  
driven

84 1316 0 0 42all day to get there. Needs to go back to the way it was when I  
got my

84 1316 0 0 52first horse

84 1321 0 0 12I THINK THEY NEED TO SCREEN THEIR APPLICANTS TO SEE WHAT TYPE  
OF

84 1321 0 0 22FACILITIES THEY HAVE.

84 1327 0 0 12MORE FREQUENT ADOPTIONS, AND KEEPING ADOPTERS INFORMED ON WHEN  
ADOPTIONS

84 1327 0 0 22WILL BE HELD. (ELSE) SINCE I HAVE ADOPTED, I HAVEN'T RECIEVED  
ANY

84 1327 0 0 32INFORMATION ABOUT FURTHER ADOPTIONS.

84 1328 0 0 12PROBALY CLOSER SURVALANCE AFTER THE ANIMAL IS ADOPTED, AT LEAST  
WITHIN

84 1328 0 0 22THE YEAR TO MAKE SURE THE ANIMAL IS TAKEN CARE OF.

84 1337 0 0 12THEY DO IT LIKE A LOTTERY SYSTEM. I DIDN'T THINK IT WAS FAIR  
THAT A

84 1337 0 0 22PERSON COULD PICK ALL FOUR HORSES. THE PEOPLE TOWARDS THE END  
WERE

84 1337 0 0 32SHORT OF SELECTION. I THINK THERE SHOULD BE A NUMBER PER  
HORSE.

84 1338 0 0 12I GUESS TO MAKE SURE THE HORSE IS HEALTHY AND DOESN'T HAVE ANY  
VIRAL

84 1338 0 0 22PROBLEMS, BECAUSE THAT'S HOW MINE DIED. (AFTER 4 DAYS)

84 1346 0 0 12I LIKED IT WHEN THE ADOPTION WAS OPEN, AND FIRST COME, FIRST  
SERVED.

84 1346 0 0 22DIDN'T HAVE TO WAIT FOR A SPECIFIC ADOPTION DATE. (ELSE) HE  
(HUSBAND)

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84 1346 0 0 32LIKES IT WHEN ALL HORSES ARE AVAILABLE FOR ADOPTION, NOT JUST A SPECIFIC

84 1346 0 0 42GROUP.

84 1349 0 0 12REALLY NEED TO SPECIFY ABOUT THE HORSE TRAILOR.

84 1351 0 0 12THEY NEED TO FULLY EDUCATE THE AMUTURE HORSEMAN ABOUT THE DANGER OF THE

84 1351 0 0 22HORSES AND BURROS.

84 1352 0 0 12Môre information on training and care for the animals.{else} NO.

84 1359 0 0 12THE ONLY GLITCH I SAW WAS THE WAY IN WHICH PEOPLE WERE ALLOWED TO SELECT

84 1359 0 0 22THEIR ANIMALS. THERE MAY BE A BETTER WAY TO GIVE PEOPLE FIRST

84 1359 0 0 32OPPORTUNITIES. THE SYSTEM WAS DIFFICULT TO POLICE,

84 1360 0 0 12Get bigger horses. {else} No.

84 1369 0 0 12I JUST THINK THEY SHOULD GIVE ADOPTERS A LITTLE MORE NOTICE. (ELSE) WHEN

84 1369 0 0 22THEY DID COME OUT THEY WERE VERY GOOD AT WHAT THEY WERE DOING. (ELSE)

84 1369 0 0 32THEY WERE QUITE INFORMATIVE WITH ANSWERING OUR QUESTIONS.

84 1371 0 0 12need more advertising on when and where these adoptions are taking

84 1371 0 0 22place. And the BLM needs to let people know about these training

84 1371 0 0 32facilities like ours. Because the horses that come from here are a lot

84 1371 0 0 42more adoptable than the others. For the people who don't know how to

84 1371 0 0 52train them.

84 1373 0 0 12Stay with the lottery systemand not the the acution. Beause people who

84 1373 0 0 22buy from the BLM can't really afford a expensive horse. If it goes to

84 1373 0 0 32the acution I won't get anymore of them.

84 1374 0 0 12MORE EDUCATION ON HOW TO BREAK THE HORSE. (ELSE) HOW TO GET TO KNOW THEM

84 1374 0 0 22A LITTLE BETTER WITHOUT HARMING THE ANIMAL.

84 1378 0 0 12GETTING MORE ADVANCED ON TELLING PEOPLE WHAT THEY ARE AND WHAT THEY ARE

84 1378 0 0 22ALL ABOUT. MORE INFORMATION GOING OUT IN AN AREA. TELL THE

84 1378 0 0 32REQUIREMENTS PEOPLE NEED.

84 1383 0 0 12Change time of adoption to another month besides Feb. too cold try

84 1383 0 0 22spring time.

84 1384 0 0 12NOT TO PROUD OF THE LOTTERY SYSTEM, WHERE YOU DRAW A NAME AND YOU GET TO

84 1384 0 0 22PICK THE ANIMAL.

84 1397 0 0 12MORE INFORMATION ON HOW TO GET THEM OUT OF A WILD STATE AND INTO A

84 1397 0 0 22TAMMER STATE. MORE INFORMATION ON HOW TO GET THEM HALTER BROKEN.

84 1405 0 0 12THEY NEED TO MAKE HORSES AND STUFF MORE ACCESSABLE. IT'S UP IN RENO AND

84 1405 0 0 22NOT A LOT OF PEOPLE CAN TRAVEL TO RENO. THEY DON'T MAKE THEM ACCESSABLE

84 1405 0 0 32TO THE PUBLIC, THEY PUT THEM IN ONE SPOT. ALSO IF THEY DO A ROUND UP



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84 1405 0 0 42THEY SHOULD ADVERTISE AND LET PEOPLE ADOPT THEM RIGHT THERE,  
SAVES ON

84 1405 0 0 52COST. ALSO I DON'T KNOW IF THEY EVEN HAVE CLASSES. THEY  
SHOULD FOR

84 1405 0 0 62PEOPLE WHO KNOW NOTHIN BOUT HORSES LIKE I DO. (ELSE) UMMM, NOT  
REALLY.

84 1412 0 0 12To provide classes for beginners on training. {else} No.

84 1413 0 0 12Better education of adoptors. And better follow up. To make  
sure that

84 1413 0 0 22people have read and are following the information sheets  
given.

84 1417 0 0 12Let people know how much work it is to keep these horses.  
People should

84 1417 0 0 22know that they are really wild.

84 1421 0 0 12THEY SHOULD USE MORE HUMANE TREATMENT OF THE ANIMALS.  
(EXP/ELSE) THEY

84 1421 0 0 22SHOULD INFORM YOU OF ALL THEIR HANDLING PRACTICES. (EXP) EARING  
THEM

84 1421 0 0 32DOWN/PUTTING THEM ON THE GROUND. (ELSE) THE SHOULD TELL YOU THE  
TRUTH SO

84 1421 0 0 42YOU KNOW WHAT TO EXPECT. (ELSE) INFORM YOU OF PROPER AGES OF  
THE

84 1421 0 0 52ANIMALS. (ELSE) NO.

84 1425 0 0 12THE BIGGEST SINGLE ONE IS THE NED FOR PRE-APLIANCE. (EXPLAIN)  
UM, NOT

84 1425 0 0 22THROUGH THEIR OWN FAULT, BUT THEY DON'T HAVE ENOUGH PEOPLE AND  
MONEY TO

84 1425 0 0 32GO OUT AND CHECK EACH PERSON'S SIGHT. (ELSE) UM, WELL, YA. I  
AM A

84 1425 0 0 42MEMBER OF THE PACIFIC WILD HORSE CLUB AND THAT'S ARE JOB, TO  
PICK UP THE

84 1425 0 0 52SLACK FOR BLM, THEY ARE JUST SPREAD TOO THIN.

84 1428 0 0 12I DON'T KNOW, I THINK UM, IF I HAD A LITTLE MORE TIME TO VIEW  
THE

84 1428 0 0 22ANIMALS, I UM, I COULD UM, I GUESS GET ANOTHER ANIMAL AND UM, I  
DIDN'T

84 1428 0 0 32REALLY UNDERSTAND THAT YOU COULD SIGN UP MORE PEOPLE...I JUST  
DIDN'T

84 1428 0 0 42HAVE ENOUGH TIME. (ELSE) NOT THAT I KNOW OF, JUST THAT I HAVE A

84 1428 0 0 52WONDERFULL HORSE AND I ENJOYED THE EXPERIENCE.

84 1434 0 0 12UH, I THINK THEY SHOULD ADVERTISE MORE TO GET OTHER POEPL  
THERE INSTEAD

84 1434 0 0 22OF JUST THOSE WHO JUST HAPPENED TO HEAR BOUT IT, AND I ALSO  
THINK THEY

84 1434 0 0 32SHOULD HAVE A CLASS OR TWO TO HELP PEOPLE GET THEM STARTED.  
(ELSE) UH,

84 1434 0 0 42NAH, I THINK THAT'S ABOUT IT.

84 1445 0 0 12I THINK THE AREA OF IMPROVEMENT THAT WOULD BE HELPFUL WOULD BE  
THE POST

84 1445 0 0 22ADOPTION AREAS. (EXP) MAKE SURE THAT THE ANIMALS ARE BEING  
TREATED

84 1445 0 0 32HUMANELY. (ELSE) THERE IS NOT ENOUGH TIME FOR THE BLM STAFF TO  
FOLLOW-UP

84 1445 0 0 42ON THE ANIMALS. (ELSE) NO.

84 1448 0 0 12I THINK THEY NEED BETTER ADVERTISING AND PREPARING PEOPLE FOR  
THEM.

84 1448 0 0 22(ELSE) NO.



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84 1454 0 0 12THE NEVADA HORSES LOOK LIKE THEY ARE INBRED. (EXP/ELSE) THEY HAVE  
84 1454 0 0 22QUALITIES THAT ARE NOT SET STANDARDS. (ELSE) THE OREGON HORSES LOOK  
84 1454 0 0 32BETTER. (EXP) BETTER FEATURES. (ELSE) THEY SHOULD THIN OUT THE NEVADA  
84 1454 0 0 42HEARDS. (ELSE) THE PERSONEL IN NEVADA, THERE NEEDS TO BE MORE STAFF.  
84 1454 0 0 52(ELSE) BRING QUALITY HORSES TO NEVADA TO IMPROVE THEIR BLOODLINES.  
84 1454 0 0 62(ELSE) NO.  
84 1462 0 0 12THEY SHOULD HAVE THE FUNDING (ELSE) AND PEOPLE THAT DESERVE THE ANIMALS  
84 1462 0 0 22AND KNOW WHAT THEY ARE DOING (ELSE) NO.  
84 1463 0 0 12I SUPOSE FOR PEOPLE IN A BIG CITY THEY NEED MORE PROGRAMS TO TRAIN THEM  
84 1463 0 0 22ON WHAT TO EXPECT. (ELSE) WE ARE BLANK, I CAN'T THINK OF ANYTHING RIGHT  
84 1463 0 0 32NOW.  
84 1464 0 0 12I DON'T THINK THEY CHARGE ENOUGH FOR THE ANIMALS, I THINK THEY SHOULD  
84 1464 0 0 22CHARGE MORE. EVERY DAY THEIR GOING IN THE HOLE. (ELSE) WELL, NO.  
84 1465 0 0 12BLM SHOULD PROVIDE A LIST OF GOOD HORSE TRAINERS IN THE AREA. (EXP/ELSE)  
84 1465 0 0 22IT WOULD PROVIDE HELP IN TRAINING THE ANIMAL FOR FIRST TIME ADOPTERS.  
84 1465 0 0 32(ELSE) NO.  
84 1466 0 0 12I DON'T PARTICULARLY APROVE OF BIDDING. (WHY) I THINK THERE WOULD BE  
84 1466 0 0 22PEOPLE WHO WOULD HAVE MORE MONEY WHO COULD OUTBID OTHERS WHO MIGHT BE  
84 1466 0 0 32BETTER FOR THE ANIMALS. (ELSE) NO.  
84 1467 0 0 12MORE TIME FOR VIEWING  
84 1468 0 0 12TO MANUVER THE STUDS AROUND. (EXP/ELSE) JUST SHOOT THEM RIGHT WHERE THEY  
84 1468 0 0 22ARE AT. (ELSE) THEY ARE DANGEROUS AND THEY MAY KILL SOMEBODY. (ELSE)  
84 1468 0 0 32CHANGE THE STUD HORSES AROUND FROM AREA TO AREA. (ELSE) NO.  
84 1470 0 0 12FOLLOE THROUGH THE PROCESS AND MAKE SURE THAT PEOPLE  
84 1470 0 0 22ADOPTING HORSES ARE QUALIFIED. (HOW) WELL IT WOULD GIVE  
84 1470 0 0 32THE WILD HORSE A CHANCE. MOST ARE A GOOD STOCK BUT THEY  
84 1470 0 0 42GET A BAD REPUTATION BECAUSE SOME PEOPLE AREN'T EDUCATED  
84 1470 0 0 52ENOUGH TO HANDLE THEM. (HOW) MORE PUBLIC SATISFACTION.  
84 1471 0 0 12I BELIEVE IT SHOULD BE IN THE HANDS OF THE PRIVATE SECTOR. (ELSE)  
84 1471 0 0 22AND GOVERNED BY THE GOVERNMENT.  
84 1481 0 0 12IF THEY HAD WILD HORSES. UPGRADE THE WILD HORSES, THEY HAVE BUCKSKIN  
84 1481 0 0 22WILD HORSES. SEPERATE THE MARE AND BREED SOME OF THE BETTER STALLIONS  
84 1481 0 0 32SO OFFSPRINGS WOULD BE BETTER ANIMALS.  
84 1483 0 0 12LET'S SEE...I THINK IF THEY HAD MORE INFORMATION ON HOW TO EXPECT THE  
84 1483 0 0 22INDIVIDUAL HORSES TO PERFORM, IT WOULD BE ALOT BETTER.  
84 1486 0 0 12NEUTER THE COLTS.

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84 1491 0 0 12THEY SHOULD LEAVE THE HALTERS OFF THE HORSES. PEOPLE LEAVE THEM ON THE

84 1491 0 0 22HORSES AND AS THE HORSE GROWS, IT GOES INTO THE HORSES NOSE AND ALL UP IN

84 1491 0 0 32THE HORSES MOUTH.

84 1493 0 0 12I THINK THEY NEED TO HAVE BETTER CLASSES FOR FIRST TIME ADOPTERS TO

84 1493 0 0 22EDUCATE THEM ON HOW TO HANDLE THEIR ANIMALS. ALOT OF PEOPLE HAVE MADE

84 1493 0 0 32BIG MISTAKES, SOME OF THEM HAVE EVEN RESULTED IN THE DEATH OF HORSES.

84 1495 0 0 12I THINK THEY NEED TO SPEND THE TIME AND MONEY ON ADVERTISING OR ARTICLES

84 1495 0 0 22IN PUBLICATION TO GET THE CORRECT INFORMATION ABOUT THE WHOLE PROCESS

84 1495 0 0 32OUT TO MORE PEOPLE. (ELSE) THERE'S A LOT OF MISINFORMATION ABOUT THE

84 1495 0 0 42WHOLE PROGRAM OUT THERE.

84 1498 0 0 12The BLM needs to be listened to about their suggestions on how to run

84 1498 0 0 22their program.{how improve} They will be ablr to tell you what the horse

84 1498 0 0 32will and won't do. {else}No.

84 1499 0 0 12I THINK THEY SHOULD DO AWAY WITH A LOT OF THE OLD HORSES.

84 1500 0 0 12I found the private company that was contracted by the BLM to

84 1500 0 0 22condacending,nosey,irratating and busy bodies. The BLM needs to keep

84 1500 0 0 32tabs on how these companies operate.{else} This experience happened

84 1500 0 0 42after they thought I had moved my horse with out permission.

84 1503 0 0 12Inspecting more people; and following up more on suspected abuse cases.

84 1503 0 0 22{else} No.

84 1507 0 0 12(ASK) I THINK PROBABLY THEY SHOULD GET OUT IN THE FEILD MORE AND SEE

84 1507 0 0 22THAT THE HORSES ARE BEING TAKEN CARE OF. HAVE A BETTER FOLLOW UP.

84 1513 0 0 12THEY NEED TO INFORM PAST ADOPTERS WHEN OTHER ADOPTIONS WERE BEING HELD.

84 1513 0 0 22(EXP/ELSE) I WOULD BE INTERESTED IN ADOPTING MORE. (ELSE) NO.

84 1514 0 0 12WHEN A FATHER GOES DOWN TO GET A HORSE FOR HIS SON, THE LEAST THEY COULD

84 1514 0 0 22DO IS PUT IT IN THE SON'S NAME, AND NOT THE FATHER'S.

84 1520 0 0 12UH, MORE PUBLICITY AND MORE ANIMALS.

84 1536 0 0 12THEY SHOULD JUST PUBLICIZE THE ADOPTIONS MORE.

84 1538 0 0 12THEY COULD TALK MORE TO PEOPLE ABOUT WHAT TO EXPECT WHEN YOU GET A

84 1538 0 0 22HORSE. (EXP/ELSE) THEY DIDN'T TELL THE DIFFERENCE BETWEEN WILD HORSES

84 1538 0 0 32AND DOMESTICATED HORSES. (ELSE) NO.

84 1539 0 0 12I THINK THEY NEED MORE EDUCATION OR KNOWLEDGE AND A WAY NEW ADOPTERS

84 1539 0 0 22COULD OBTAIN INFORMATION AND KNOWLEDGE ABOUT THESE HORSES BEFORE THEY'RE

84 1539 0 0 32ADOPTED. (ELSE) THEY NEED TO IMPROVE ON THEIR PERSONAL CUSTOMER SERVICE

84 1539 0 0 42AND NOT REFER NEW MEMBERS TO CLUBS.

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84 1543 0 0 12Some sort of follow up, we have three horses and they've never  
been  
84 1543 0 0 22out.{else}Have information on who could help you. Have a phone  
number  
84 1543 0 0 32for questions.{else} No.  
84 1545 0 0 12I THINK THEY SHOULD FOLLOW UP MORE ON WHERE THE ANIMALS GO. I  
KNOW A  
84 1545 0 0 22PERSON WHO DID A PITY BUY ON ONE OF THEIR HORSES FROM ANOTHER  
GUY,  
84 1545 0 0 32BECAUSE THE HORSE WAS IN SUCH HORRIBLE SHAPE. I THINK BLM  
SHOULD KNOW  
84 1545 0 0 42ABOUT THAT. MINE (HORSES) ARE BEAUTIFUL AND WELL KEPT. BLM  
ARE  
84 1545 0 0 52WONDERFUL PEOPLE EXCEPT FOR THE NEW HEAD PERSON. HE DOESN'T  
SEEM TO BE  
84 1545 0 0 62IN IT FOR THE BENEFIT OF THE HORSES, BUT MORE TO MAKE MONEY.  
THE GIRLS  
84 1545 0 0 72IN THE OFFICE ARE GREAT, MR. HARTING WAS WONDERFUL, AND MR.  
WORBERT WAS  
84 1545 0 0 82GREAT, BUT THEY'VE BOTH BEEN GOTTEN RID OF. THE NEW GUY JUST  
ISN'T THAT  
84 1545 0 0 92GREAT. {ELSE} HA HA.  
84 1554 0 0 12MORE ADOPTION PLACES.  
84 1555 0 0 12EARLIER NOTICE, NOTHING WAS SAID ABOUT THE ADOPTION UNTILL A  
DAY BEFORE.  
84 1555 0 0 22{ELSE} THE ANIMALS AT THIS ADOPTION WERE A LOT OLDER. IT MIGHT  
BE NICE  
84 1555 0 0 32IF ONCE IN A WHILE WE COULD GET ANIMALS THAT HAVEN'T BEEN DRUG  
ALL OVER.  
84 1572 0 0 12THEY SHOULD EDUCATE THE PUBLIC ON THE TRAINING , TAMING, AND  
CARE OF THE  
84 1572 0 0 22ANIMALS. (EXP/ELSE) SOME ADOPTERS DO NOT GIVE THE CARE THAT  
THEY SHOULD  
84 1572 0 0 32OR THE TRAINING. (ELSE) THEY NEED TO PROVIDE ADEQUATE SHELTER  
AND FEED.  
84 1572 0 0 42{ELSE} NO.  
84 1582 0 0 12WE WORK WITH HORSES ALL THE TIME, AND WHEN WE APPROACHED THEM  
ABOUT WILD  
84 1582 0 0 22DONKEYS, OR BURROS, WE GOT LITTLE INFORMATION. THERE IS A BIG  
84 1582 0 0 32DIFFERENCE BETWEEN THE TWO AND I FEEL WE SHOULD HAVE GOT MORE  
84 1582 0 0 42INFORMATION IN THAT RESPECT. (ELSE) NOPE. (AT END OF SURVEY)  
CAN I SAY  
84 1582 0 0 52ONE MORE THING ABOUT THE HORSES? I THINK THERE IS A POINT AT  
WHICH THEY  
84 1582 0 0 62OUGHT TO KILL THEM OFF. THEY HAVE TAKEN THIS BLEADING-HEART  
THING TOO  
84 1582 0 0 72FAR. THEY SHOULD PICK THE CREAM FOR ADOPTION AND SEND THE REST  
TO  
84 1582 0 0 82SLAUGHTER.  
84 1584 0 0 12LEAVE IT AT THE ONE HUNDRED AND TWENTY MARK AND FIRST COME,  
FIRST SERVE.  
84 1586 0 0 12I THINK SOMETHING THEY COULD IMPROVE WOULD BE IN MAKING SURE  
THE  
84 1586 0 0 22ADOPTEE IS CAPABLE OF PROVIDING THE FACILITIES NECESSARY IN  
TAKING CARE  
84 1586 0 0 32OF THE ANIMALS. ANOTHER THING IS TAKING SOME OF THE ANIMALS  
AND



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84 1586 0 0 42DESTROYING THEM BECAUSE THEY'RE NOT WORTH HAVING. THAT'S  
SOMETHING THE  
84 1586 0 0 52GOVERNMENT SHOULD LOOK AT, IS DESTROYING SOME OF THE WORSE OFF  
ANIMALS.V  
84 1587 0 0 12THEY SHOULD HAVE CLOSER ADOPTIONS TO MY AREA. (EXP/ELSE) A  
PERSON NEEDS  
84 1587 0 0 22TO KNOW MORE ABOUT ORDER OF PICKING. (ELSE) IT SHOULD BE  
CLOSER,  
84 1587 0 0 32ADOPTIONS WITHIN 40-50 MILES. (ELSE) NO.  
84 1589 0 0 12Need to have the preadoption classes. So that people will know  
what  
84 1589 0 0 22they are getting into.  
84 1591 0 0 12THEY SHOULD PERHAPS GIVE PREFERENCE TO PEOPLE WHO'VE NEVER  
ADOPTED  
84 1591 0 0 22BEFORE. ALOT OF FOLKS GO TO EVERY ADOPTION TO GET ALL THE  
HORSES THEY  
84 1591 0 0 32CAN. ALSO, SOME FAMILIES WITH SIX MEMBERS COULD GET UP TO  
TWENTY-FOUR  
84 1591 0 0 42ANIMALS IN A YEAR. BUT WITH ME, BEING ONE PERSON, I CAN'T GO  
TO ALL OF  
84 1591 0 0 52THE ADOPTIONS. MAYBE LIMITING THE AMOUNT OF ADOPTIONS PER  
HOUSEHOLD OR  
84 1591 0 0 62FAMILY, INSTEAD OF BY PERSON WOULD HELP.  
84 1607 0 0 12I know they're not in the breeding business but I think they  
should try  
84 1607 0 0 22and upgrade the stock. Breed for a little bigger horse. I think  
horses  
84 1607 0 0 32would adopt better if they were a little larger.{else} No.  
84 1610 0 0 12Need to have a education program for its employees,with more  
field time  
84 1610 0 0 22to understand who and what these animals are. Need to inforce  
the law  
84 1610 0 0 32these animals are a "heritage" animal by law.Need to stop  
wasting money  
84 1610 0 0 42Needs not to be controled by politics. The program needs to be  
run the  
84 1610 0 0 52same way all over the country. Need to have a better screening  
of people  
84 1610 0 0 62Need people who are committed to these animals. Need to have a  
QUALITY  
84 1610 0 0 72marketing program.  
84 1612 0 0 12It would help if they advertised how many colts, mares, and  
studs. They  
84 1612 0 0 22say that these horses are halter broken but there not.{else}  
No.  
84 1613 0 0 12I THINK THEY SHOULD MAKE THE GOVERNMENT GIVE THE PARK OF  
RECREATION OF  
84 1613 0 0 22COLORADO THE LOTTERY MONEY TO FEED THE HORSES. ALSO WITH THE  
FOLLOW-UP  
84 1613 0 0 32SHOTS IN THE COLTS, THEY GIVE THEM ONE SHOT AT FOUR MONTHS, BUT  
NEVER  
84 1613 0 0 42ADMINISTRATE THE FOLLOW-UP. THE SAME THING GOES FOR THE  
WORMING.  
84 1619 0 0 12I THINK WHAT THEY NEED TO DO IS CLEAN UP THE BAD PRESS.  
84 1625 0 0 12Have someone who's job it is to talk with the public who  
doesn't have



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84 1625 0 0 22other other work responsibilites. We tried to call and couldn't talk

84 1625 0 0 32with anyone for a while because they were always busy.

84 1629 0 0 12PROVIDING ADEQUATE LOADING FACILITIES.

84 1630 0 0 12More information on training.

84 1631 0 0 12WHEN ASKED TO BREAK HORSE THEY NEVER GOT TO IT. (ELSE) THE PRICE WAS

84 1631 0 0 22ADJUSTED. (ELSE) THERE WAS NO GROUND WORK DONE ON THE HORSE. (ELSE) NO.

84 1633 0 0 12THEY NEED TO CHECK THE PROPERTY A LITTLE SOONER. SIX MONTHS IS TOO LONG.

84 1633 0 0 22IN THAT TIME YOU COULD HAVE ALREADY KILLED AND SOLD THE ANIMAL. ALSO

84 1633 0 0 32THEY SHOULD OFFER A FEW CLASSES AFTER ADOPTION ON CARE AND HANDLING OF

84 1633 0 0 42THE ANIMAL.

84 1637 0 0 12THINK THEY ARE DOING A FAIRLY GOOD JOB. BLM SHOULD SPEND LESS MONEY ON

84 1637 0 0 22WILD HORSES FOR PEOPLE THAT DON'T TURN THEM INTO ANYTHING. JUST HAVE

84 1637 0 0 32THEM FOR PETS. (WHAT WAYS) DEAL WITH RANCHERS AND PEOPLE WHO COULD USE

84 1637 0 0 42AS OPPOSED TO SMALL RANCHES THAT CAN'T TAKE CARE OF THEM.

84 1638 0 0 12THE ONLY PROBLEM I HAVE WITH THEM IS THAT MY NAME GOT ON A MAILING LIST.

84 1638 0 0 22I DON'T LIKE BEING ON A MAILING LIST UNLESS I INITIATE IT.

84 1645 0 0 12MORE INFORMATION REGARDING PROCESS.

84 1645 0 0 22MORE INFORMATION ON WHAT TO DO AFTER ADOPTING ,WHAT SPECIAL NEEDS

84 1645 0 0 32THEY HAVE, HOW TO BREAK THEM IN, AND HOW TO CARE AND HANDLE THEM.

84 1645 0 0 42BETTER SCREENING OF POTENTIAL ADOPTES.

84 1645 0 0 52I HAD NO FEEDBACK SINCE LAST SEPTEMBER, NO CALL NOTHING.

84 1645 0 0 62IT'S A WONDERFUL PROGRAM WITH GREAT POTENTIAL BUT NEEDS IMPROVMENT.

84 1649 0 0 12More information about the horses before you adopt. More information on

84 1649 0 0 22care and needs of the horse and what to expect. {else} No.

84 1652 0 0 12I THINK IT WOULD BE;HOPEFULLY FIND OUT WHO WILL BE SENDING THEIR HORSE

84 1652 0 0 22TO THE SLAUGHTER HOUSE.

84 1659 0 0 12I think they should go out and check on people. No one has ever come out

84 1659 0 0 22and checked on us.

84 1662 0 0 12PRETTY HAPPY WITH THE WAY IT IS. I'VE HEARD OTHER STATES WHERE THEY

84 1662 0 0 22DON'T RUN AS GOOD A PROGRAM AS UTAH. UTAH RUNS BY THE BOOK.

84 1667 0 0 12(ASK) WELL, I THINK GET MORE LOCAL INFORMATION ABOUT ADOPTIONS AND

84 1667 0 0 22AT DIFFERENT LOCATIONS. (ELSE)NO.

84 1669 0 0 12NEED SOMEONE WHO KNOW'S HOW TO HANDLE HORSES

84 1669 0 0 22WHEN LOADING. (HOW) WELL WHEN YOU SIT THERE FOR

84 1669 0 0 32NUMEROUS HOURS WAITING FOR HORSE TO BE LOADED IT INSANE.

84 1669 0 0 42(ELSE) THEY NEED BETTER FACILITIES. (HOW) BY GETTING SMALLER

84 1669 0 0 52PENS OR RUNWAYS WOULD MAKE IT EALSIER TO SORT THEM.

84 1673 0 0 12I GUESS PEOPLE NEED TO COME OUT AND MAKE SURE PEOPLE HAVE THE PROPER

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84 1673 0 0 22FACILITIES BEFORE THEY ADOPT. (ELSE) NOPE, THAT'S IT.  
84 1675 0 0 12PREFER TO HAVE MORE DIRECT CONTACT INSTEAD OF A THIRD PARTY  
CONTACT.  
84 1677 0 0 12PUBLIC RELATIONS...THEY NEED TO LET PEOPLE KNOW THAT  
84 1677 0 0 22THEIR DOING EVERYTHING THEY CAN TO SAVE THESE ANIMALS  
84 1677 0 0 32FROM EXTINCTION.  
84 1682 0 0 12They don't advertise well. Need to improve. Need more  
information on  
84 1682 0 0 22what to expect when you adopt. Provide information longer  
before the  
84 1682 0 0 32adoption date;up to three months before date. Because doing it  
once or  
84 1682 0 0 42twice you will miss a lot of people who will want to adopt.(how  
improve)  
84 1682 0 0 52They're not really open unless you know who to ask and what to  
ask.  
84 1682 0 0 62Haveing more advertiseing and information available would bring  
in more  
84 1682 0 0 72people who don't know a lot about horses but who want to start.  
v  
84 1688 0 0 12I WOULD LIKE TO SEE THEM COME AROUND A LITTLE MORE OFTEN TO  
CHECK THE  
84 1688 0 0 22HORSE. SOMETIMES WE HAVE GOT SOME QUESTIONS THAT ARE IMPORTANT  
ANDV  
84 1688 0 0 32WE DON'T TAKE THE TIME TO CALL SOMEONE TO GET THE INFORMATION.  
84 1689 0 0 12I REALLY DON'T HAVE ANY.  
84 1690 0 0 12More education on how to care for the horses once you get them  
home.  
84 1690 0 0 22{else} BLM should not allow training facilities to advertise a  
time for  
84 1690 0 0 32training the horses that they can't meet.They told me it would  
be 90  
84 1690 0 0 42days it took one year.  
84 1706 0 0 12I'M I HAVE NO KICK. I WOULDN'T TELL THEM HOW TO RUN IT. THEY  
PROBABLY  
84 1706 0 0 22RUN IT BETTER THAN I WOULD. REALLY NOT. I CAN'T SAY THEY DO  
THINGS WRONG  
84 1706 0 0 32IT'S UP TO THEM.  
84 1709 0 0 12THEY NEED TO HAVE MORE INMATES FOR THE INMATE TRAINING PROGRAM.  
(ELSE)  
84 1709 0 0 22NO.  
84 1710 0 0 12MORE INFORMATION TO PURCHASER ABOUT HORSES OR BURROS  
84 1713 0 0 12I THINK A LOT OF HORSES NEED TO BE CHECKED OUT MORE,  
84 1713 0 0 22SO YOU WOULD BE AWARE OF A HORSE WITH MEDICAL CONDITIONS.  
84 1713 0 0 32ONE OF MY HORSES DIED.  
84 1715 0 0 12UH, SCREENIN THE PEOPLE THAT GET EM...MORE. (WHY) CAUSE THERE'S  
A LOT OF  
84 1715 0 0 22PEOPLE OUT THERE WHO DON'T REALIZE WHAT THEY'RE GETTIN AND WHEN  
THEY DO  
84 1715 0 0 32THEY DON'T KNOW HOW TO HANDEL EM OR ABUSE EM. (ELSE) A LOT OF  
EM GOTO  
84 1715 0 0 42RODEO STOCK AND I DON'T AGREE WITH THAT.  
84 1726 0 0 12MORE ADVERTISING MORE PEOPLE TO KNOW ABOUT IT. MORE PEOPLE  
WOULD BUY  
84 1726 0 0 22THEM IF THEY KNEW ABOUT IT. INFORMATION ON HOW TO HANDLE,  
GIVING MORE  
84 1726 0 0 32INFORMATION ON HOW TO HANDLE AND TAKE CARE OF.

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84 1729 0 0 12I THINK THEY SHOULD SHOW VIDEOS ON HOW TO HANDLE WILD HORSES  
84 1729 0 0 22LIKE LOADING THEM UP, AND TO FOLLOW IT HOME UNLOADED. SHOW  
84 1729 0 0 32THE CORAL AND HOW HIGH THE FENCE SHOULD BE. NEED TO HAVE A  
VIDEO  
84 1729 0 0 42TO CONSIDER WHAT WOULD BE GOOD PROGRES. ALSO MAYBE SOME CLINICS  
84 1729 0 0 52AVAILABLE A DAY BEFORE ADOPTION.  
84 1732 0 0 12I HAVE TO TRAVEL WELL OVER 100 MILES TO PICK UP A WILD  
HORSE.(clar)  
84 1732 0 0 22CENTRALIZE THE LOCATION SO THE PEOPLE DON'T HAVE TO HAUL THE  
WILD HORSES  
84 1732 0 0 32SUCH A DISTANCE.(else)  
84 1736 0 0 12Better followup by the local agency. I think that the local  
adopting  
84 1736 0 0 22agency needs to follow up and keep track of the horses.  
84 1739 0 0 12IMPROVE OPORTUNITYS TO VIEW ANIMALS PRIOR TO ADOPTION. (ELSE)  
NO.  
84 1742 0 0 12It would be nice if they had a class. They don't have a class  
in my  
84 1742 0 0 22area. {else} No.  
84 1743 0 0 12Need a way to have a pregnancy test. {how improve} People could  
prepare  
84 1743 0 0 22better for the birth. We didn't know the horse was pregnant;my  
nephew's  
84 1743 0 0 32horse was also pregnant we didn't know and lost the baby.  
{else} No.  
84 1744 0 0 12NOTHING I THINK THIER GREAT CLOSER TO MY HOME.  
84 1745 0 0 12I WISH THEY COULD TAKE MORE HORSES FROM DIFFERENT RANGES.  
84 1747 0 0 12TO HAVE A LITTLE MORE ANVANCE NOTICE. (HOW)  
84 1747 0 0 22WELL, IN MY CASE, IT WOULD OF GIVEN ME TIME TIME  
84 1747 0 0 32TO ABIDE BY THEIR SO CALLED STRICT RULES. I CAME IN  
84 1747 0 0 42A TRILOR AND THEY SAID IT WOULDN'T DO, SO I HAD TO  
84 1747 0 0 52TAKE AN EXTRA TWO HUNDRED MILE TRIP.  
84 1756 0 0 12SELECTION PROCESS IS POOR, THEY DON'T GO BY THEIR OWN  
84 1756 0 0 22RULING PROCEDURES. HORSES WERE BEING SELECTED BY NON QUALIFIED  
84 1756 0 0 32BUYER, WHICH LIMITED MY SELECTION. ATTITUDE WITH STAFF SI  
84 1756 0 0 42VERY POOR. OVERALL THE PROGRAM ITSELF IS WONDERFUL.  
84 1758 0 0 12PROVIDE MORE EDUCATION ON WHAT TO DO AFTER  
84 1758 0 0 22YOU ADOPTED. (HOW) WELL, IT WOULD MAKE IT EASIER  
84 1758 0 0 32AND THE PEOPLE WHO ADOPT WOULD BE MORE SUCCESFUL  
84 1758 0 0 42THEREFORE IMPROVING THE PROGRAM. (ELSE) NONE.  
84 1759 0 0 12ONE THING BETTER COLORED HORSES COME OUT . BETTER PAINTED  
HORSES.  
84 1759 0 0 22PROGRAM IS GOOD I GO UP THERE ALL THE TIME.  
84 1760 0 0 12THEY NEED TO BE A LITTLE MORE PREPARED AT WHERE THEY HOLD THE  
ADOPTIONS.  
84 1760 0 0 22THAT WAS FULL OF A LITTLE CHAOS WHERE EVERYONE WENT TO GET  
THEIR HORSE.  
84 1760 0 0 32(WHERE) LOUISTON IDAHO. (ELSE) THAT'D BE IT.  
84 1764 0 0 12I THINK THE ONLY IMPROVMENT NEEDED IS  
84 1764 0 0 22EDUCATING PEOPLE ABOUT HOW TO HANDLE AND UNDERSTAND  
84 1764 0 0 32HORSES. ALSO, EDUCATING PEOPLE WHO ADOPT  
84 1766 0 0 12More information on the herds{else} No.  
84 1768 0 0 12A LITTLE MORE TIME TO PREVIEW THE HORSES.  
84 1770 0 0 12Inform people more about when adoptions are taking place,and  
what it  
84 1770 0 0 22takes to adopt one of these horses.{else} No.



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84 1771 0 0 12MORE INFO ON HANDLING OF HORSES. (EXP/ELSE) PREINFORMATION.  
(ELSE) TAKE  
84 1771 0 0 22A LITTLE MORE TIME TO BREAK ANY BAD HABITS A HORSE MIGHT HAVE.  
(ELSE)  
84 1771 0 0 32NO.  
84 1772 0 0 12UH, CLASSES FOR PEOPLE WHO DON'T KNOW ANYTHING. (WHY) I GUESS  
TO LET  
84 1772 0 0 22PEOPLE WHO DON'T KNOW WHAT THEY'RE GETTIN INTO. (ELSE) NOPE.  
84 1773 0 0 12THE ONLY SUGGESTION IS TO CONTACT PEOPLE SHORTLY BEFORE THE  
ADOPTION SO  
84 1773 0 0 22THEY KNOW PEOPLE WILL SHOW . THEIR HAVING PROBLEMS WITH NO  
SHOWS. LAST  
84 1773 0 0 32ONE I WENT TO NOBODY SHOWED UP.  
84 1780 0 0 12WELL EVERYTHING THEY ARE DOING IS OK BY ME . THEY SHOULD FOLLOW  
RULES  
84 1780 0 0 22THEY PUT OUT. SHOULD COME CHECK HORSES OUT . CHECK OUT LIVING  
OF HORSES  
84 1780 0 0 32MORE FREQUENTLY.  
84 1784 0 0 12They spend too much time catering to complaints about people  
adopting  
84 1784 0 0 22horses. It would be nice to see more classes on how to treat  
the horse  
84 1784 0 0 32instead of spending time listening to the complaints. (ELSE)  
The way  
84 1784 0 0 42they load the horses is horrible, and you should give an  
application and  
84 1784 0 0 52have a computer lottery drawing before you even go to the  
auction.  
84 1786 0 0 12THEY NEED TO FOLLOW UP ON THE POTENTIAL ADOPTERS. I'VE SEEN  
SOME OF THE  
84 1786 0 0 22PLACES WHERE THEY WENT TO AND THERE'S NO WAY IN THE WORLD I'D  
EVER LET  
84 1786 0 0 32MY HORSE GO THERE.  
84 1792 0 0 12UM, THEY NEED TO HAVE MORE INSPECTIONS OF THE FACILITIES AND  
FOLLOW UP  
84 1792 0 0 22ON PEOPLE WHO ADOPT. THEY NEED TO TRAIN PEOPLE AND HELP THEM  
BREAK THE  
84 1792 0 0 32ANIMALS. (ELSE) I DON'T THINK SO.  
84 1796 0 0 12WELL I THINK MAYBE THEY SHOULD CHECK PEOPLE OUT A LITTLE MORE.  
SOME HAVE  
84 1796 0 0 22NO INTENTIONS OF KEEPING THEIR HORSE. ONE GUY I KNEW HAD A  
MAYER WHO WAS  
84 1796 0 0 32PREGNANT, HAD THE FOAL AND ALREADY IS TRYING TO HAVE HER  
IMPREGNATED.  
84 1813 0 0 12THAT THEY TEACH A GENTELING CLASS THE DAY OF THE ADOPTION, AND  
THAT THEY  
84 1813 0 0 22HAVE SEVERAL PRE-BROKEN MUSTANGS AT THE TIME OF ADOPTION.  
(ELSE) NO,  
84 1813 0 0 32THAT'S IT.  
84 1815 0 0 12WHAT IT DOES FOR TIME FOR TITLING. HAVE PEOPLE IN THE AREA OF  
THE  
84 1815 0 0 22ADOPTERTO HELP GET THE TITLING DONE. IF CENTRAL OFFICE CAN  
NOTIFY  
84 1815 0 0 32REGIONAL OFFICE TO GET SOMEONE TO SEE THE HORSE AND GET THE  
TITLE  
84 1815 0 0 42TO GO THROUGH.



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84 1820 0 0 12SYSTEMS SET UP GOOD YOU GET TO PICK. I'D SAY IT'S GOOD. NOT ALOT THEY

84 1820 0 0 22CAN CHANGE.

84 1821 0 0 12CLOSER ADOPTON FACILITIES,HAVING TO TRAVEL A FAR DISTANCE ON A CHANCE

84 1821 0 0 22THAT YOU MIGHT GET ONE IS RIDICULOUS,THERE SHOULD BE BETTER PRE

84 1821 0 0 32SCREENING TO BETTER THE CHANCE OFGETTING ONE AFTER TRAVELING SO FAR

84 1822 0 0 12More information on what to do with the animale once you get them home.

84 1824 0 0 12UM, MORE PUBLIC AWARENESS, MORE PUBLIC ADVERTISMENT. (ELSE) YES,

84 1824 0 0 22CHECKING UP ON THE HORSES MORE, AFTER ADOPTION, THE POST-ADOPTION.

84 1824 0 0 32WE'VE HAD HIM FOUR MONTHS AND NO ONE HAS CONTACTED US. THEY NEED MORE

84 1824 0 0 42CONTACT WITH THE ADOPTERS.

84 1829 0 0 12THERE SHOULD BE MORE FOLLOW UPS. THERE SHOULD BE MORE INFORMATION ABOUT

84 1829 0 0 22TAMING THE ANIMALS. THEY SPEND ALOT OF MONEY ON THE PROGRAM AND I DON'T

84 1829 0 0 32THINK THERE'S MUCH FOLLOW-UP.

84 1831 0 0 12THEY SHOULD LOOK MORE INTO THE PEOPLE THE HORSE GOES TO BECAUSE WHEN SHE

84 1831 0 0 22WAS THERE SHE SEEN 2 PEOPLE WHO KNEW NOTHING ABOUT HORSES.

84 1832 0 0 12I THINK THERE SHOULD BE SOME SUPPORT SUCH AS COOLERS, STICKERS, ANY KIND

84 1832 0 0 22OF SIGN OR IDENTIFICATION TO IMPROVE IMAGE OF BIM. ALSO, YO SEE THEM

84 1832 0 0 32SPONSOR IN AN ENDURANCE RACE. MIGHT DERIVE ALOT OF SATISFACTION.

84 1852 0 0 12More information toward first time horse owners. {else} No.

84 1859 0 0 12IF THEY COULD HAVE FACILITIESCLOSER TO WEST COAST OF OREGON. WOULD LIKE

84 1859 0 0 22FUNDING FOR WORKING W/ BEGINNING ADOPTERS TO TRAIN HORSES, AND IF

84 1859 0 0 32AVAILABLE LET ADOPTERS KNOW ABOUT IT

84 1873 0 0 12Herd improvement,as far as quality. It would make it easier for people

84 1873 0 0 22to adopt.{else} NO.

84 1889 0 0 12Go back to were you could adopt at anytime instead of once a month.

84 1889 0 0 22Every one should get a chance to adopt at least one horse before some

84 1889 0 0 32one could adopt four. {else} Don't like the new bid or auction

84 1889 0 0 42system,keep it at the set fee.

84 1891 0 0 12WELL, JUST, JUST A COMMENT...I GOT A LOT OF INFORMATION FROM THE UTAH

84 1891 0 0 22OFFICE, BUT I GOT NO INFORMATION ON NEVADA HORSES. UTAH IS TWO FAR,

84 1891 0 0 32ALSO I'VE ONLY HEARD OF ONE TRAINING SEMINAR AT ONE SHOWING, IF THERE

84 1891 0 0 42ARE OTHERS THEY HAVEN'T BEEN ADVERISING THEM SO FAR. (ELSE) ANOTHER

84 1891 0 0 52SUGESTION, IF THE BLM COULD SUPPLY A LIST OF PEOPLE WILLING TO HAUL

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84 1891 0 0 62HORSES, EVEN FOR A FEE, IT WOULD BE HELPFULL. I HAD TO SEARCH  
JUST TO

84 1891 0 0 72FIND SOMEONE TO HAUL MY HORSE. EVEN IF THE BLM DID IT FOR A  
FEE IT

84 1891 0 0 82OWULD BE WORTH IT.

84 1902 0 0 12THEY SHOULD ADVERTISE MORE ABOUT THE BLM ADOPTIONS. (EXP/ELSE)  
GET THE

84 1902 0 0 22WORD OUT ABOUT WHAT THE BLM IS ALL ABOUT. (ELSE) NO.

84 1904 0 0 12IT WOULD PAY FOR THEM TO CHECK THE FACILITIES OF POTENTIAL  
ADOPTORS.

84 1904 0 0 22COULD BE A LITTLE MORE SPECIFIC ON THE VIDEO. EDUCATION  
PROGRAM OTHER

84 1904 0 0 32THAN THE VIDEO.

84 1908 0 0 12GET MORE INFORMATION TO PEOPLE WHO HAVE ADOPTED BEFORE, A NEWS  
LETTER

84 1915 0 0 12I THINK A LITTLE SEMINAR OR CLINIC FOR HANDLING THE HORSES.  
(EXP/ELSE)

84 1915 0 0 22GIVE CLINIC RIGHT OFF THE RANGE TO SHOW OWNER THE FIRST THREE  
OR FOUR

84 1915 0 0 32DAYS OF HANDLING THE HORSES. (ELSE) NO.

84 1924 0 0 12(ASK) I THINK THEY SHOULD INVESTIGATE MORE OFTEN ON THE PIN  
SIZE AND THE

84 1924 0 0 22PERSON WHO ADOPTS THE HORSE OR BURRO. (ELSE) NO.

84 1927 0 0 12THEY OUGHT TO HAVE A TIME LIMIT ON EACH PERSON TO VIEW THE  
HORSES.

84 1928 0 0 12SOMEHOW, TRAINING METHODS ONCE YOU GET THE ANIMAL, TRAINING  
HINTS

84 1931 0 0 12THEY SHOULD HAVE A MORE ACCURATE WAY TO TELL THE AGE. SOME  
HORSES

84 1931 0 0 22ARE OLDER THAN OTHERS. THE OLDER HORSES ARE HARDER TO TRAIN TO  
RIDE.

84 1932 0 0 12MORE ADVERTISEMENT

84 1937 0 0 12I THINK MORE ADVERTISING. INFORMING THE PEOPLE AROUND IN THIS  
AREA.

84 1938 0 0 12(ASK) THEY NEED TO REQUIRE THE PEOPLE TO TAKE A CLASS ON HOW TO  
CARE FOR

84 1938 0 0 22THEIR HORSE.

84 1940 0 0 12THEY SHOULD FIND A WAY TO DO SOMETHING WITH THE HORSES THAT  
CANNOT BE

84 1940 0 0 22ADOPTED. (EXP/ELSE) THEY SHOULD USE THE MONEY TO BUY LAND OR  
SOMETHING

84 1940 0 0 32USEFUL FOR THE PROGRAM. (ELSE) A LOT OF THE STAFF TREAT YOU  
LIKE YOU

84 1940 0 0 42DON'T KNOW ANYTHING. (ELSE) THEY COULD BE A LITTLE MORE OPEN  
MINDED.

84 1940 0 0 52(ELSE) JUST TO UNDERSTAND YOUR NOT TRYING TO PULL THE WOOL OVER  
THEIR

84 1940 0 0 62EYES. (ELSE) NO.

84 1956 0 0 12Have more adoptions in this area;Mississippi

84 1960 0 0 12THE FACILITIES THEMSELVES SHOULD BE CHECKED OUT. (EXP/ELSE)  
SOME ROVING

84 1960 0 0 22PEOPLE CHECKING ON THE FACILITIES. (ELSE) THEY SHOULD CHECK  
MONTHS AFTER

84 1960 0 0 32THE ADOPTIONS ON THE HORSES CARE AND WELLBEING. (ELSE) NO.

84 1970 0 0 12A little bit more P. R. work with people. Horse breeders feel  
that they

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84 1970 0 0 22are competing with tax dollars {improve} Wild horses are being thought  
84 1970 0 0 32of as inferior. They have a bad reputation that they have to get rid  
84 1970 0 0 42of. The horse needs better exposure to highlight the positive aspect of  
84 1970 0 0 52them. They need events and situations that show people how they really  
84 1970 0 0 62are. Most of the time at fairs they are preaching to the choir. They  
84 1970 0 0 72need to get out to the general public. The public sees them as very  
84 1970 0 0 82plain horses that you can't "paint". If they can show them in a more  
84 1970 0 0 92positive light they will adopt easier.  
84 1975 0 0 12(ASK) I THINK WHEN I GOT MY BURROS THEY HAD MITES, AND I HAD A HARD TIME  
84 1975 0 0 22LEARNING ABOUT HOW TO CARE FOR THAT. ASSISTANCE IS NEEDED FOR THE FIRST  
84 1975 0 0 32COUPLE OF MONTHS WITH MEDICAL QUESTIONS.  
84 1976 0 0 12THEY NEED TO HIRE AN OUTSIDE COMPANY OR A CIVILIAN TO ROUND UP STOCK.  
84 1979 0 0 12NEEDS MORE INFORMATION GOING OUT TO THE PUBLIC, NOT ENOUGH  
84 1979 0 0 22PEOPLE ARE AWARE OF THE PROGRAM. (HOW) WELL MORE PEOPLE THAT  
84 1979 0 0 32ARE INTERESTED IN ADOPTING WOULD BE AWARE OF PROGRAM AND HOW  
84 1979 0 0 42IT WORKS.  
84 1982 0 0 12(ASK) MAKE MORE HORSES AND BURROS AVAILABLE AT DIFFERENT LOCATIONS.  
84 1982 0 0 22(ELSE) NO.  
84 1984 0 0 12PROBABLY I THINK THEY SHOULD LET PEOPLE KNOW ABOUT CHARACTERISTICS OF  
84 1984 0 0 22THE HORSES. (CLAR) HOW THEY ADVERTISE THEM AS WILD ANIMALS. THEY HAVE A  
84 1984 0 0 32LOT OF FEAR AND WILDNESS. THEY SHOULD TELL YOU MORE ABOUT HOW TO BREAK  
84 1984 0 0 42AND TRAIN THESE HORSES. (ELSE)  
84 1992 0 0 12CHANGE BIDDING PROCESS, RETURN TO LOTTERY.  
84 2004 0 0 12THE MAIN PROBLEM I HAVE IS THE LOTTERY SYSTEM AND YOU DON'T GET THE  
84 2004 0 0 22ANIMAL YOU WANT TO HAVE. CHANGE THE LOTTERY SYSTEM.  
84 2007 0 0 12(ASK) WELL LIKE I HAD A BAD EXPERIENCE AND THEY COULD HAVE SAVED A LOT OF  
84 2007 0 0 22PEOPLE TIME NOTIFYING US. (ELAB) I WAS ON MY WAY TO ADOPT, AND THEY WERE  
84 2007 0 0 32SUPPOSED TO HAVE EVERYTHING ORGANIZED, WHEN I GOT THERE IT WAS  
84 2007 0 0 42CANCELLED. (ELSE) NO.  
84 2013 0 0 12NEED TO NOTIFY ADOPTERS THAT OLDER HORSES HAVE A  
84 2013 0 0 22TREMENDOUS AMOUNT OF FEAR AND THEY REACT QUICK WHEN BEING  
84 2013 0 0 32STARTLED. (HOW) IT WOULD HELP PEOPLE BE MORE PREPARED ON  
84 2013 0 0 42WHAT THEIR TAKING ON. (ELSE) I OPPOSE BIDDING PROCESS  
84 2013 0 0 52BECAUSE I'M FINALLY UNABLE TO GET ANOTHER HORSE. (HOW)  
84 2013 0 0 62IT WOULD MAINTAIN MORE AVAILABILITY FOR MORE PEOPLE.  
84 2015 0 0 12DO MORE WITH THE YOUNGER HORSES.  
84 2022 0 0 12(ASK) TO CHECK UP ON THE ANIMALS MORE OFTEN. (ELSE) NO.  
84 2033 0 0 12THEY SHOULD HAVE CLASSES FOR PEOPLE WHO NEVER HAD A WILD HORSE.  
84 2033 0 0 22TEACH THEM HOW TO TRAIN THEM FOR RIDING.



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84 2034 0 0 12IT'S VERY HARD AS A NEWCOMER TO GET INTO THIS PROGRAM.  
(EXP/ELSE) THERE  
84 2034 0 0 22IS A "CLICK". (ELSE) SOME PEOPLE GET PREFERENTIAL TREATMENT.  
(ELSE) VERY  
84 2034 0 0 32HARD TO GET INTO PROGRAM. (ELSE) NO.  
84 2036 0 0 12Advertising the animals is lacking, also is backup support,  
like what  
84 2036 0 0 22you need to get preapproval etc.The PR part is lacking to get  
the people  
84 2036 0 0 32to adopt is not happening. They're taking care of the animals  
but the PR  
84 2036 0 0 42is lacking.  
84 2040 0 0 12MORE ADOPTIONS CLOSER TO THE METROPOLITON  
AREA, CODY, LOVELL, LANDER, SO YOU  
84 2040 0 0 22DON'T HAVE TO TRAVEL SO FAR. MIX UP THE BREEDING TO GET MORE  
SIZE TRY  
84 2040 0 0 32TO GET MORE COLOR IN THE HORSES. DON'T CHARGE US FOR PUBLIC  
LAND.  
84 2041 0 0 12(ASK) NO TAKING SUCH OLD STALLIONS OFF THE RANGE AND ITS NOT  
FAIR TO THE  
84 2041 0 0 22ANIMALS OR THE PEOPLE.  
84 2042 0 0 12THEY NEED TO IMPROVE ON JUDGING THE AGE OF THE YOUNGER HORSES.  
(else)NO.  
84 2043 0 0 12PROBABLY A FOLLOW UP PROGRAM OF SOME SORT.(clar) WE HAVEN'T  
SEEN OR  
84 2043 0 0 22HEARD FROM BLM IN A YEAR.(else)  
84 2052 0 0 12THEY SHOULD CHECK OUT THE FACILITIES AND SEE IF THEY ARE  
ADEQUATE TO  
84 2052 0 0 22HANDLE THE ANIMALS. (ELSE) NO.  
84 2060 0 0 12THE REALLY OLD HORSES, I WOULDN'T ADOPT THEM OUT. LET THEM STAY  
FREE.  
84 2061 0 0 12I WOULD HAVE LIKED TO KNOW MORE ABOUT THE HORSES AND THE  
ADOPTION  
84 2061 0 0 22PROCESS.(clar) THEY COULD OF INFORMED ME OF CLASSES OR STARTED  
84 2061 0 0 32CLASSES.(ELSE)  
84 2067 0 0 12MORE FOLLOW UPS.  
84 2069 0 0 12POST ADOPTION AREA  
84 2075 0 0 12(ASK) IF THEY HAD MORE MEN THEY COULD CHECK UP ON THE ANIMALS  
MORE OFTEN  
84 2075 0 0 22(ELSE) NO.  
84 2100 0 0 12THEY SHOULD BE MORE INFORMATIVE. IF THEY HAVE CLASSES THEY  
SHOULD GET  
84 2100 0 0 22IT OUT BECAUSE I WASN'T AWARE OF IT. ALSO, PEOPLE IN NEVADA  
SHOULD HAVE  
84 2100 0 0 32BETTER CHANCES TO ADOPT. THEY ARE FARMING THEM ACROSS COUNTRY  
TO QUICKLY  
84 2100 0 0 42BEFORE THE PEOPLE IN NEVADA HAVE A CHANCE TO ADOPT.  
84 2102 0 0 12(ASK) NONE.  
84 2112 0 0 12THEY NEED TO DO BETTER AND MORE PRE-COMPLIANCE CHECKSON  
84 2112 0 0 22POTENTIAL ADOPTERS AND NEED TO HAVE MORE INFO FOR NEW ADOPTERS  
BEFORE  
84 2112 0 0 32THE ADOPTION  
84 2115 0 0 12I THINK THEY SHOULD RESPOND TO THE NEGATIVE PRESS MORE QUICKLY.  
84 2117 0 0 12NEED TO TELL THEIR STOCK TO PRODUCE BETTER  
84 2117 0 0 22HORSES TO ADOPT. (HOW) THEY WOULD HAVE BETTER HORSES  
84 2117 0 0 32AND PEOPLE WOULD BE MORE ENTHUSED.  
84 2117 0 0 42(ELSE) NO



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84 2123 0 0 12I THINK IT WOULD BE HELPFUL IF THE ADOPTERS WERE MORE FAMILIAR WITH

84 2123 0 0 22UNBROKE HORSES. I BELIEVE WHAT I'VE SEEN, MANY PEOPLE ADOPT THEM OUT OF

84 2123 0 0 32THEIR HEART AND THEY DON'T KNOW WHAT THEY ARE DOING. BLM SHOULD WORK

84 2123 0 0 42WITH PEOPLE TO TRAIN PEOPLE ON HOW TO WORK WITH HORSES, NOT ONLY WILD

84 2123 0 0 52HORSES, BUT HORSES.

84 2140 0 0 12WHAT I SEEN AT THE ADOPTION PROCESS WAS THE PEOPLE WEREN'T PREPARED

84 2140 0 0 22ENOUGH TO KNOW WHAT THEY ARE GETTING INTO.

84 2156 0 0 12PPROVIDE THE INFORMATION ON POST-ADOPTION TITLE IN A MORE TIMELY MANNER

84 2156 0 0 22(clar) THERE ARE QUESTIONS SHE HAS ABOUT NECESSARY PAPERWORK.(else)

84 2160 0 0 12PEOPLE ADOPTING SHOULD HAVE A BETTER BACKGROUND KNOWLEDGE OF WHAT

84 2160 0 0 22THEY'RE GETTING INTO. THEY HAVE THE WRONG IDEA, EXPECTATIONS. PEOPLE

84 2160 0 0 32NEED TO COME TO THE PROCESS WITH MORE EDUCATION. THEY NEED TO VISIT

84 2160 0 0 42PEOPLE WITH HORSES. THEY DON'T KNOW HOW MUCH WORK, FEED, CARE, MONEY IT

84 2160 0 0 52TAKES. PEOPLE HAVE A RESPONSIBILITY TO THEMSELVES AND THESE HORSES TO

84 2160 0 0 62BETTER EDUCATE THEMSELVES ON HORSES IN GENERAL. I DON'T THINK IT'S BLM's

84 2160 0 0 72TOTAL RESPONSIBILITY TO EDUCATE THESE PEOPLE. GET SOME SORT OF HORSE

84 2160 0 0 82EDUCATION OR BACKGROUND EXPERIENCE.

84 2167 0 0 12ELIMINATE THE AUCTIONS AND GO BACK TO THE LOTTERY.

84 2180 0 0 12THEY COULD GET A DIFFERENT PROGRAM AS FAR AS THE BREEDING.

MAYBE

84 2180 0 0 22INTRODUCE ANOTHER HORSE.(clar) ONE GUY SAID THEY'RE MOVING MARES AROUND.

84 2180 0 0 32I THINK THEY ARE GETTING INBRED.(else)

84 2187 0 0 12Shouldn't have a adoption process. Should have a process were individuals

84 2187 0 0 22who want a horse would go out under BLM supervision and get the horse

84 2187 0 0 32they want.{what should BLM do} BLM focus should be on managing the herds

84 2187 0 0 42weeding out the bad horses out in the field. I think this would be

84 2187 0 0 52better for the horses.[there would be a season to do this like deer

84 2187 0 0 62season]

84 2193 0 0 12TO BE ABLE TO SEE MORE OF THE AMINALS BEFORE

84 2193 0 0 22THEY ARE ADOPTED. (HOW) FOR ME, IT WOULD HAVE

84 2193 0 0 32GAVE ME A BETTER SELECTION. (ELSE) BEING ABLE

84 2193 0 0 42TO GET IN CONTACT WITH BLM INCASE OF ANY PROBLEMS.

84 2193 0 0 52(HOW) BETTER COMMUNICATION BETWEEN BLM AND IT'S CUSTOMERS.

84 2193 0 0 62(ELSE) NONE

84 2197 0 0 12I THINK WHERE THE HORSES ARE BROUGHT FROM

84 2197 0 0 22SHOULD BE INVESTIGATED BECAUSE I HAD TO PUT

84 2197 0 0 32TWO OF MY HORSES DOWN DO TO HEPITITIS. IN THE

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84 2197 0 0 42MINES THERE ARE ALOT OF CHEMICALS IN THE WATER AND  
84 2197 0 0 52MAYBE THE HORSES DRANK IT. (HOW) IT WOULD IMPROVE  
84 2197 0 0 62THE OVERALL PICTURE AS FAR AS HELP.  
84 2199 0 0 12BETTER ADS FOR ADOPTIONS. NEWSPAPERS AND RADIO. MORE INFO  
ABOUT THE  
84 2199 0 0 22SIZES AND ORIGIN OF HORSES (SPANISH).  
84 2200 0 0 12I THINK THERE'S A FEW CARDS BEING PULLED BY SOMEONE. JUST  
BEFORE THE  
84 2200 0 0 22SELECTION, THEY PULLED OUT THE BEST HORSES.(clar) THEY SAID  
THE HORSES  
84 2200 0 0 32WERE SICK BUT THEY WEREN'T.(else)  
84 2202 0 0 12I LIKE THE AUCTION INSTEAD OF A DRAWING . GIVE US ALL A FAIR  
CHOICE OF  
84 2202 0 0 22THE ANIMALS WE REALLY WANTED. THEY DO A GOOD JOB FEEDING,  
TAKING CARE OF  
84 2202 0 0 32THEM , AND HANDLING THEM. SHOULD SEND THEM THROUGH THESE  
PRISONS SO THAT  
84 2202 0 0 42THEY CAN GENTLE THEM THIS WAY THE PRISONERS GET SOMETHING TO DO  
& THE  
84 2202 0 0 52HORSES ARE MORE ADOPTABLE AND DESIRABLE . REAL HORSE PEOPLE  
WANT HORSE  
84 2202 0 0 62PURE-BREDS. LOTS OF MONEY FOR REAL GOOD HORSES  
84 2215 0 0 12MAYBE JUST A FOLLOW UP CALL TO SEE HOW YOUR DOING WITH THE  
HORSES.  
84 2216 0 0 12THEY NEED A WHOLE FACILITY THAT YOU CAN GO TO,  
84 2216 0 0 22TO PICK THE HORSES OF YOUR DECISION OPPOSE TO THE  
84 2216 0 0 32DRAWING. (HOW) WELL IT PROBABLY WOULDN'T, IT WOULD  
84 2216 0 0 42JUST MAKE ME FEEL BETTER.  
84 2217 0 0 12THEY SHOULD APPRAISE PEOPLE OF THE WILD HORESE AND BURRO  
CLASSES. (ELSE)  
84 2217 0 0 22NO.  
84 2218 0 0 12Go back to Gelding colts. I think that it stops a lot of people  
from  
84 2218 0 0 22getting the horses since they can no longer do that.  
84 2228 0 0 12HELPING NEW OWNERS GETTING THEIR HORSES BROKEN IN. (WHAT WAYS)  
MORE  
84 2228 0 0 22FACILITIES TAKE PART TO HELP. (ELSE), NO  
84 2229 0 0 12STAT WITH THE PRESENT ADOPTION PROCESS (LOTTERY) NOT AUCTION.  
84 2230 0 0 12I DON'T HAVE ANY AS YOU CAN TELL I'M VERY SATISFIED.  
84 2231 0 0 12AN ADVERTISEMENT FOR DIFFERENT ADOPTIONS OUT IN PUBLIC MORE,  
(clar)  
84 2231 0 0 22RADIO OR NEWSPAPER ADS.(else)  
84 2234 0 0 12MORE PROFESSIONAL HORSE PEOPLE RUNNING THE PROGRAMS ESPECIALLY  
SATELLITE  
84 2234 0 0 22PROGRAMS IN COMMUNITIES OTHER THAN THE MAIN FACILITIES. SOME IN  
84 2234 0 0 32SATELLITE COMMUNITIES ESPECIALLY LOISTIN, IDAHO I'D RATE IT A 1  
AS FAR  
84 2234 0 0 42AS HANDLING OF THE HORSES.  
84 2240 0 0 12GO BACK TO THE WAY THEY USED TO HAVE IT. WHERE YOU WOULD VIEW  
ANIMALS AT  
84 2240 0 0 22THE LOCALE, ANYTIME MONDAY THRU SATURDAY. WHERE YOU WOULD  
PICK THEM  
84 2240 0 0 32AND COME BACK LATER FOR THE ADOPTION. INSTEAD OF TRANSPORTING  
THEM ALL  
84 2240 0 0 42OVER THE COUNTRY.  
84 2245 0 0 12PRE-ADOPTION PROGRAM WAS EXCELLENT. WHEN I HAD QUESTIONS I HAD

A

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84 2245 0 0 22RUNAROUND IN MISSISSIPPI.  
84 2246 0 0 12NEED TO BE BETTER INFORMED ABOUT THE SIZES OF THE HORSES . I  
WASN'T  
84 2246 0 0 22INFORMED WELL ENOUGH ABOUT THAT. FIND A WAY OF DOING THE ACTUAL  
ADOPTION  
84 2246 0 0 32IT'S A LOTTERY TYPE DEAL. I DIDN'T THINK THAT WAS FAIR. I DROVE  
FOUR  
84 2246 0 0 42HOURS TO GET THERE.  
84 2248 0 0 12WELL LEGISTATION PREVENTS YOUNG ANIMALS FROM STAYING  
84 2248 0 0 22ON THE RANGE, AND TOO MANY OLDER ONES ARE LEFT BEHIND.  
84 2248 0 0 32I THINK SOME OF THE OLDER HORSES NEED TO BE SOLD SO THEY  
84 2248 0 0 42COULD BE TAKEN CARE OF. (HOW) IT MIGHT HELP BLM HAVE  
84 2248 0 0 52BETTER INTERACTION WITH RANCHERS BECAUSE THEY WILL HAVE  
84 2248 0 0 62SMALLER AND BETTER HERDS. (ELSE) NONE  
84 2254 0 0 12DO SOMETHING WITH THAT JUNK THEY PUT ON THIER NECK. CAN'T TELL  
IF IT'S A  
84 2254 0 0 22WILD HORSE OR NOT . NOTHING MARKED ON THEIR NECK TO SHOW EITHER  
WILD OR  
84 2254 0 0 32TAME. DOING ABSOLUTELY NOTHING ABOUT FREEZE BRANDING NUMBERS  
ARE TOO  
84 2254 0 0 42SMALL. NUMBERS DON'T SHOW NOTHING TO IDENTIFY.  
84 2263 0 0 12I DON'T HAVE ANYTHING A SEVEN I GUESS.I WASN'T CAUTIONED AND  
AWARE OF  
84 2263 0 0 22HOW DANGEROUS THE ANIMALS CAN BE.  
84 2272 0 0 12BETTER AGING OF HORSES,THEY WERE VERY OFF ON THE AGES,HORSES  
WERE OLDER  
84 2272 0 0 22THEN BLM SAID  
84 2278 0 0 12TO GO BACK TO THE WAY THEY USED TO DO IT. (clar) THEY GAVE YOU  
A YEAR  
84 2278 0 0 22AND YOU PAID FOR THE BRAND INSPECTION AND THE VET. THEY COULD  
MAKE IT  
84 2278 0 0 322YEARS BEFORE YOU COULD GET A TITLE, AND LOWER THE COST. (ELSE)  
84 2284 0 0 12THEY NEVER INFORMED US ABOUT ANY OF THE PROCESSES.(clar) THERE  
WERE  
84 2284 0 0 22PEOPLE WHO ADOPTED 8 OR 10 HORSES BEFORE WE GOT A CHANCE TO SEE  
WHATS  
84 2284 0 0 32GOING ON. (ELSE)  
84 2286 0 0 12SHOULDNT ADOPT OUT THE OLDER ANIMALS,OVER 4. THEY DONT SEEM TO  
ADAPT AS  
84 2286 0 0 22WELL,THEY WOULD DO BETTER IN THE WILD.THE OLDER HORSES ARE MORE  
SET IN  
84 2286 0 0 32THEIR WAYS.  
84 2288 0 0 12A CLASS TO EXPLAIN WHAT THEIR DEALING WITH,  
84 2288 0 0 22BASICALLY THEY ONLY GIVE THEIR OPINION, DIDN'T  
84 2288 0 0 32REALLY PERTAIN TO THE OLDER HORSES. (HOW) BY HAVING A  
84 2288 0 0 42TRAINING CLASS, YOU WOULD GET A LOT FURTHER WITH THE  
84 2288 0 0 52HORSE WITH OUT PROBLEMS. ALSO, IT WOULD BE LESS DANGEROUS  
84 2288 0 0 62TO YOU AND THE HORSE.  
84 2306 0 0 12AT THE ADOPTION SITE THERE IS SEVERAL GROUPS THAT GO BACK YEAR  
AFTER  
84 2306 0 0 22YEAR AND EACH MEMBER OF THE GROUP WILL PUT IN AN APPLICATION  
AND THEY  
84 2306 0 0 32PLAN ON ADOPTING ONLY 2 OR 3 ANIMALS AND THEY CLOG UP THE  
LOTTERY AND  
84 2306 0 0 42THE OTHER PEOPLE DON'T GET AN OPPORTUNITY TO BE IN A FAIR  
LOTTERY. I  
84 2306 0 0 52THINK THIS IS UNFAIR.



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84 2318 0 0 12IT WOULD BE NICE IF THEY HAD A DIFFERENT MANNER OF CHOOSING  
ADOPTERS.  
84 2318 0 0 22SCREEN YOUR APPLICANTS WELL AND THEN DO A LITTLE PICK AND  
CHOOSING. GET  
84 2318 0 0 32RID OF THE DOCTORS AND RELY ON A KNOWLEDGEABLE HORSE PERSON TO  
CHOOSE  
84 2318 0 0 42ADOPTERS.  
84 2322 0 0 12MORE GENERAL EDUCATION OF THE PUBLIC CONCERNING THE MUSTANGS  
BECAUSE  
84 2322 0 0 22THERE SEEMS TO BE PREJUDICIAL INFORMATION ABOUT THEIR  
CHARACTERISTICS,  
84 2322 0 0 32E.G. SHOEING.  
84 2325 0 0 12LICENSE IT OPEN IT UP  
84 2338 0 0 12THEY NEED TO EDUCATE THE PEOPLE ON THEIR WILD HORSES. PEOPLE  
GET THE  
84 2338 0 0 22WRONG IMPRESSION. THEY THINK THESE HORSES ARE UNTRAINED.  
THEY'RE NOT  
84 2338 0 0 32THEY ARE WILD HORSES.  
84 2344 0 0 12I THINK THEY ARE PRETTY FAIR ON THE ADOPTION PROCESS - THE  
NUMBER  
84 2344 0 0 22SYSTEM. I WOULD LIKE TO SEE IT PUBLISHED MORE IN MY PAPER OF  
WHEN AND  
84 2344 0 0 32WHERE IT IS GOING TO BE. USUALLY I HEAR ABOUT IT THE NIGHT  
BEFORE.  
84 2360 0 0 12BETTER ADVERTISEMENT.  
84 2372 0 0 12THEY NEED MORE ADVERTISING. (EXP/ELSE) THEY SHOULD EXCHANGE  
HORSES FOR  
84 2372 0 0 22THE ONES THAT DIDN'T WORK OUT. (ELSE) NO.  
84 2378 0 0 12THE ORGANIZATION THEY CONTRACT WITH IS OVERZELOUS IN THEIR  
EFFORTS.  
84 2378 0 0 22(EXP/ELSE) RESULTING IN BEING PUSHY AND CONDESENDING.  
(EXP/ELSE) THEY  
84 2378 0 0 32THINK THAT THEY ARE THE ONLY ONES WHO KNOW HOW TO TRAIN HORSES.  
(ELSE) I  
84 2378 0 0 42DON'T LIKE MY NAME BEING GIVEN TO THESE GROUPS BY THE BLM.  
(ELSE) THESE  
84 2378 0 0 52PEOPLE ARE RUDE, PUSHY, AND NOSEY. (ELSE) NO.  
84 2383 0 0 12THEY NEED TO ADVERTISE MORE. THAT IS MAINLY IT. HAVING A FEW  
MORE  
84 2383 0 0 22CLASSES SO PEOPLE WOULD KNOW HOW TO HANDLE THEM ONCE THEY GET  
THEM HOME  
84 2383 0 0 32BECAUSE THEY ARE SO WILD. I DON'T THINK PEOPLE KNOW WHAT TO DO  
WITH  
84 2383 0 0 42THEM, HOW TO CALM THEM DOWN.  
84 2393 0 0 12MORE PLACES WHERE PEOPLE CAN ADOPT A HORSE THAT IS HALTER BROKE  
ONLY.  
84 2393 0 0 22THEY SEEM TO BE DOING THIS WITH SOME OF THEIR PRISON  
FACILITIES. I  
84 2393 0 0 32THINK THE PUBLIC JUST NEEDS TO FINALLY FACE IT. I THINK THEY  
SHOULD  
84 2393 0 0 42SELL THE LAME HORSES TO SLAUGHTER. THE BLM GETS A BAD  
REPUTATION  
84 2393 0 0 52SELLING HORSES AT A DISCOUNT AND THEY END UP IN THE SLAUGHTER  
HOUSE ANY  
84 2393 0 0 62WAY.  
84 2402 0 0 12I HAD TO HEAR ABOUT THE BLM FROM A RELATIVE. (EXP/ELSE) I HAVE  
NOT SEEN



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84 2402 0 0 22ANY ADVERTISEMENTS ABOUT THE BLM PROGRAM. (ELSE) THEY NEED MORE  
84 2402 0 0 32ADVERTISING ABOUT THE ADOPTIONS. (ELSE) THE ADVERTISING I SAW  
SHOULD  
84 2402 0 0 42HAVE BEEN MORE SPECIFIC. (ELSE) HOW THE PUBLIC COULD GET INTO  
IT. (ELSE)  
84 2402 0 0 52NO.  
84 2429 0 0 12THEY SHOULD ADVERTISE THE ADOPTIONS MORE. (EXP/ELSE) THEY  
SHOULD EDUCATE  
84 2429 0 0 22THE ADOPTERS MORE ON THE ANIMALS BEFORE THEY GET THEM. (ELSE)  
THEY  
84 2429 0 0 32SHOULD ADVERTISE THE HORSES CHARACTERISTICS MORE TO POTENTIAL  
ADOPTERS.  
84 2429 0 0 42(ELSE) THEY SHOULD HAVE CLOSER ADOPTIONS. (ELSE) NO.  
84 2445 0 0 12THEY NEED MORE STAFF TO MOVE ALONG THE PROCESS. THEY DON'T HAVE  
84 2445 0 0 22ENOUGH STAFF TO HELP EVERYBODY THAT NEEDS HELP.  
84 2459 0 0 12Once a person adopts a horse or a burro, they have to keep them  
for  
84 2459 0 0 22life. (else) They can only be given away and not sold for  
money. And  
84 2459 0 0 32that's after the adoption.  
84 2460 0 0 12WELL, I FEEL THAT I DON'T KNOW IF I WOULD CHANGE ANYTHING, BUT  
I WOULD  
84 2460 0 0 22LET IT BE MORE KNOWN TO THE PUBLIC.  
84 2462 0 0 12WHAT I'D REALLY LIKE TO SEE IS, EACH HORSE, WHEN THEY'RE BORN,  
THEY GET  
84 2462 0 0 22SHOTS AND INOCULATED. I'D LIKE TO SEE THOSE PAPERS ON THE  
HORSE  
84 2462 0 0 32BEFOREHAND. WE'VE NOT OWNED A HORSE BEFORE, AND I WOULD HAVE  
LIKED A  
84 2462 0 0 42LITTLE MORE READING ON HOW TO CARE FOR WILD HORSES. ALSO, I  
HEARD OF  
84 2462 0 0 52THE INHUMANE TREATING OF BLM'S HORSES ON INDIAN TERRITORY.  
84 2466 0 0 12SHOULD BE RUN MORE FAIRLY, THERE SEEMS TO BE TOO MUCH PROFIT  
MOTIVE  
84 2466 0 0 22AMOUNGST THE PEOPLE BREAKING THE HORSES.  
84 2473 0 0 12na.  
84 2474 0 0 12THEY DO A GOOD JOB  
84 2477 0 0 12WELL I THINK WHERE THEY HAVE THE LOCATIONS WHERE THE ADOPTIONS  
ARE SET  
84 2477 0 0 22UP COULD BE MADE MORE AVAILABLE TO MORE PEOPLE. I HAPPENED TO  
FIND OUT  
84 2477 0 0 32BY ACCIDENT. I THINK THEY SHOULD HAVE THEM MORE OFTEN AND IN  
DIFFERENT  
84 2477 0 0 42PLACES.  
84 2482 0 0 12THEY SHOULD NOT LET THE HORSES GO TO THE HIGHEST BIDDER.  
(EXP/ELSE)  
84 2482 0 0 22SPECIAL HEARD UNITS. (ELSE) OLD STUDS OF POOR QUALITY SHOULD BE  
NEUTERED  
84 2482 0 0 32OR DISPOSED OF. (ELSE) SAME APPLIES TO OLD MARES. (ELSE)  
SPECIAL CHOICE  
84 2482 0 0 42ANIMALS SHOULD NOT BE HIGH GRADED OR SELECTED BEFORE THE  
ADOPTION  
84 2482 0 0 52PROCESS. (ELSE) MARES WITH FOLDS SHOULD BE ADOPTED FOR \$125.00.  
(ELSE)  
84 2482 0 0 62POST ADOPTION FOLLOW-UP CHECKS SHOULD BE IMPROVED. (ELSE) THE  
TITLE

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84 2482 0 0 72PROCESS SEEMS TO BE FUNCTIONING OK. (ELSE) AFTER TITLES ARE  
ISSUED THERE

84 2482 0 0 82SHOULD BE NO REASON TO TRACK THAT INDIVIDUAL HORSE ANY FURTHER.  
(ELSE)

84 2482 0 0 92NO.

84 2485 0 0 12THEY NEED TO ADVERTISE THE HORSES THEY HAVE. INSTEAD OF PUSHING  
THE

84 2485 0 0 22SIX YEAR OLDS THEY SHOULD PUSH THE YEARLING. THEY ARE ALOT  
EASIER TO

84 2485 0 0 32HANDLE THAN THE OLDER ONES.

84 2486 0 0 12I THINK THERE SHOULD BE ALOT MORE INFORMATIVE CLASSES TO SHOW

84 2486 0 0 22INEXPERIENCED HOW TO CARE ,TRAIN, & HANDLE YOUR WILD HORSES.I  
PERSONALLY

84 2486 0 0 32DID'NT HAVE ANY PROBLEMS BECAUSE I HAD A BUNCH OF THEM.

84 2493 0 0 12I DO THINK ITS A MATTER THAT MORE INFORMATION IS NEEDED ABOUT  
THEM, AND

84 2493 0 0 22THEY COULD ALSO IMPROVE THEIR EDUCATIONAL INFORMATION, LIKE  
OFFER MORE.

84 2504 0 0 12TO INCREASE THE NUMBER OF DAYS THAT ARE AVAILABLE TO SELECT AND  
PICK OUT

84 2504 0 0 22THE WILD HORSES OR BURROS. (HOW) SIMPLY A MATTER OF  
CONVENIENCE. FOR

84 2504 0 0 32THE PEOPLE WHO ARE WANTING TO ADOPT. TOOK ABOUT FIVE MONTHS,  
PROGRAM IS

84 2504 0 0 42SUPPOSED TO BE TWO MONTHS. WHEN YOU PICK THEM UP ONE AREA WOULD  
BE TO

84 2504 0 0 52SHOW THE ADOPTERS FROM A TO Z WHAT THEY (HORSES) HAVE  
ACOMPLISHED

84 2504 0 0 62STARTING WITH SADDLING AND ENDING WITH REMOVING OF THE SADDLE  
AS WELL AS

84 2504 0 0 72TRAILOR TRAINING. IT WILL IMPROVE IT IF THE HORSE HAS A PROBLEM  
WITH

84 2504 0 0 82SADDLING, UNSADDLING OR HOW THE HORSE HANDLES OR THE TRAILOR  
TRAINING

84 2504 0 0 92THAN THAT PROVIDES A LEVEL SET FOR THE ADOPTER ON ANY EXSISTING

84 2504 0 0 102PROBLEMS.

84 2510 0 0 12I DO THINK THEY SHOULD BE MORE OBSERVANT ON FOLLOWING UP ON THE  
ADOPTED

84 2510 0 0 22ANIMALS. NEED TO BE MORE CARED AND CONCERNED FOR THE ANIMALS  
FOLLOWING

84 2510 0 0 32ADOPTION. (WHY) BECAUSE TO ME THE WHOLE PURPOSE OF THE BLM  
PROGRAM IS TO

84 2510 0 0 42PROVIDE GOOD HOMES FOR ANIMALS THAT MAY OTHERWISE DIE IN THE  
WILD.

84 2513 0 0 12JUST MORE KNOWLEDGE ABOUT IT. COULDN'T ANWSER THE QUESTIONS  
BECAUSE I

84 2513 0 0 22DIDN'T KNOW. A NEWSLETTER EVERY SO OFTEN I THINK THAT WOULD  
HELP. DON'T

84 2513 0 0 32HAVE ENOUGH KNOWLEDGE TO ANWSER THIS.

84 2520 0 0 12THEY NEED TO THINK ABOUT GENETIC ASPECTS OF THE WILD HORSES  
LEFT ON THE

84 2520 0 0 22RANGE MORE THAN THE PROCESS OF THE ADOPTION. (HOW) IT WOULD  
GIVE YOU

84 2520 0 0 32LESS HORSES FOR ADOPTING BUT BETTER QUALITY . MORE AWARENESS  
(POSITIVE)

84 2520 0 0 42SOME PEOPLE CONSIDER HORSES AS TOOLS AND THE WILD HORSES AS A  
NUSIANCE

WILD HORSE AND BURRO PROGRAM  
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84 2520 0 0 52TO THE RANGE.  
84 2527 0 0 12THE BIGGEST THING THAT BOTHERS ME THAT THE PEOPLES APPLICATIONS  
GO IN  
84 2527 0 0 22FIRST, BUT WHEN IT COMES TO THE LOTTERY . THEY PUT THE NAMES  
BACK IN  
84 2527 0 0 32AGAIN. NOT ALLOWING FRESH APPLICANTS AT EQUAL QUALITY HORSES.  
IF A  
84 2527 0 0 42PERSON GOES THROUGH NORMAL APPLICATION DRAWING UNTIL FIRST  
TIMERS HAVE A  
84 2527 0 0 52CHANCE AT THE LOTTERY.  
84 2549 0 0 12IF THEY WOULD HAVE MORE OFTEN IN JACKSON MISSISSIPPI AREA.  
(HOW) BE  
84 2549 0 0 22ABLE TO ADOPT ANOTHER ONE. WOULD BE EASIER.  
84 2550 0 0 12I THINK THEY NEED TO DO SOMETHING TO SPEED UP THE DRAWING  
PROCESS, AS  
84 2550 0 0 22TO WHO GETS TO PICK. I THINK IT TAKES TOO SLOW AND TOO LONG.  
PEOPLE IN  
84 2550 0 0 32KENTUCKY OR ALABAMA DO IT DIFFERENTLY, BY A DRAWING. IN OHIO  
THEY GO  
84 2550 0 0 42THROUGH THE WHOLE LIST OF APPLICANTS, TWENTY-FIVE PERCENT OF  
THE PEOPLE  
84 2550 0 0 52AEREN'T EVEN THERE. I'D JUST AS SOON A DRAWING. I DID ENJOY  
THE BLM  
84 2550 0 0 62SHOW AT LEXINGTON THIS PAST JULY, WHERE THE ADOPTERS BROUGHT  
THEIR  
84 2550 0 0 72HORSES IN TO COMPETE. I'D LIKE TO SEE MORE OF THAT.  
84 2554 0 0 12WHAT I'D LIKE TO SEE IS IF YOU COULD ADOPT THE HORSE THAT YOU  
WANTED.  
84 2554 0 0 22(EXP/ELSE) THEY SHOULD HAVE A BID PROGRAM SO YOU COULD BID ON  
THE HORSE  
84 2554 0 0 32THAT YOU WANTED. (ELSE) NO.  
84 2556 0 0 12MORE CLASSES FOR NEW ADOPTERS. MORE ADVANCED NOTICE OF  
ADOPTIONS. (WAY)  
84 2556 0 0 22PUT IN LOCAL PAPER MUCH EARLIER. EVEN IF THEY DON'T HAVE A DATE  
AT LEAST  
84 2556 0 0 32AN APPROXIMATE TIME. (ELSE), NO  
84 2557 0 0 12GET MORE JENNIES  
84 2561 0 0 12A LITTLE MORE ENCOURAGEMENT ON AN ADRESS YOU CAN WRITE TO GET  
QUESTIONS  
84 2561 0 0 22ANWSERED. DO A VERY GOOD JOB. FOLLOW UP THE ONLY THING.  
84 2563 0 0 12Get some younger horses to adopt.{how better} Have a chance of  
changing  
84 2563 0 0 22them before they get to wild. [younger horses] would be a  
better animal  
84 2563 0 0 32to train.{else} No.  
84 2565 0 0 12A LITTLE MORE SCREENING FOR THE APPLICANTS.  
84 2571 0 0 12I'D SAY MORE FOLLOW THROUGH BY EMPLOYEES. (WHY) I HAVE  
PAPERWORK ON  
84 2571 0 0 22THE WRONG HORSE. I CONTACTED BLM, THEY SENT THE SHOT RECORDS  
FOR MY  
84 2571 0 0 32HORSE BUT NEVER RECIEVED ANY PAPERWORK SHOWING OWNERSHIP FOR MY  
HORSE.  
84 2571 0 0 42(HOW) D K. (THINK) IT WOULD BE HELPFUL IF THEEY HAD BETTER  
FOLLOW UP.  
84 2571 0 0 52MAYBE MORE STAFF, BECAUSE THEY SEEM TO BE UNDERSTAFFED AND  
OVERWORKED.



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84 2577 0 0 12STATE SPONSORED PAPERS THAT MOST FARMERS RECIEVE, THEY SHOULD  
ADVERTISE  
84 2577 0 0 22THERE. THEY SHOULD RUN AN EDITORIAL ON THE PROGRAM A FEW TIMES  
A YEAR.  
84 2578 0 0 12LIMITED AS STAFF IS CONCERNED. DO FEEL THERE SHOULD BE AN  
INSPECTION OF  
84 2578 0 0 22THE PROPERTY WHERE THE ANIMAL IS GOING BEFORE AND AFTER THE  
ADOPTION.  
84 2578 0 0 32(WHY) THEY WOULD BE LIVING UP TO THEIR REQUIREMENTS THEY PLACE  
ON THE  
84 2578 0 0 42ADOPTEE. MORE CLOSE SUPERVISION OF THE ENVIORNMENT THE ANIMAL  
IS GOING  
84 2578 0 0 52INTO.  
84 2584 0 0 12THEY NEED TO PROVIDE CLASSES TO HELP PEOPLE TRAIN AND BREAK THE  
HORSES.  
84 2584 0 0 22THIS WOULD HELP PEOPLE THAT DEAL WITH HORSES FOR THE FIRST  
TIME.  
84 2585 0 0 12A LITTLE MORE ADVERTISING  
84 2586 0 0 12THEY REALLY NEED TO DISCUSS MORE THE CHARACTERISTICS OF CALMING  
WILD  
84 2586 0 0 22MUSTANGS AND TAMING AND HANDLING AND CARE. THEY NEED TO MAKE  
SURE THE  
84 2586 0 0 32PEOPLE KNOW WHAT THE RESPONSIBILITY OF ADOPTING A WILD HORSE.  
THEY NEED  
84 2586 0 0 42TO OFFER SOME SUPPORT AFTER. SUCH AS ASSISTANCE SUCH AS  
TRAINING,  
84 2586 0 0 52TAMING, AND HANDLING. ALSO NEED TO SPONSOR SOMETHING (BREED  
PROGRAM) TO  
84 2586 0 0 62RAISE AWARENESS AND PROMOTE TO THE PUBLIC THIS BREED OF HORSES.  
84 2603 0 0 12I DONT SEE ANY CHANGES REALLY. I THINK THEY ARE DOING A REALLY  
GOOD JOB.  
84 2604 0 0 12THEY COULD HAVE IT OPEN EVERY OTHER WEEKEND OR OPEN EVERY 3rd  
WEEKEND  
84 2604 0 0 22OPEN. SO WE HAVE AN OPTION OTHER THAN MON-FRI CLOSING AT 4:30.  
84 2609 0 0 12THAT YOU CANT SELL THEM ANYMORE.  
84 2610 0 0 12TO TALK TO THE PEOPLE FROM THE PRESS BECAUSE THEY ARE WRITING  
STUFF  
84 2610 0 0 22ABOUT THE HORSES, BLM, AND THE OWNERS WHEN THEY DON'T KNOW WHAT  
THEY'RE  
84 2610 0 0 32TALKING ABOUT. SOMEONE TELLS THEM SOMETHINGAND THEY PUT IT DOWN  
ON PAPER  
84 2610 0 0 42INSTEAD OF INVESTIGATING.  
84 2616 0 0 12IF THEY HAD LAND TO STORE THE HORSES/BURROS WHO WEREN'T ADOPTED  
AND HAVE  
84 2616 0 0 22PEOPLE TO TRAIN THEM.  
84 2621 0 0 12THEY ARE FAR AWAY FROM MAJOR CITIES. MORE PLACES  
84 2628 0 0 12FOCUS LESS ON ADOPTION. FOCUS MORE ON MANAGEMENT OF HORSES ON  
THE RANGE.  
84 2628 0 0 22TO MAINTAIN DIVERSITY AND LIABILITY OF HEARDS. NEED TO BE  
INVESTIGATING  
84 2628 0 0 32ON WHERE HORSES ARE GOING.The HORSES THAT ARE CAUGHT IN  
COLORADO DON'T  
84 2628 0 0 42MATCH THE HORSES THAT ARE GOING TO THE RANCH. THEY DON'T GO  
THROUGH THE  
84 2628 0 0 52ADOPTION. I BELIEVE THEY ARE GOING TO SLAUGHTERHOUSES. AT THE  
EXPENSE OF



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84 2628 0 0 62MANAGEMENT THE HORSES ARE LOST OR FED TO THE ADOPTIO PROCESS.  
THERE IS  
84 2628 0 0 72NO OVERPOPULATION OF WILD HORSES ON PUBLIC LANDS. THE PROGRAM  
IS BEING  
84 2628 0 0 82USED TO EXTIR PATE ALL WILD HORSES FROM PUBLIC LAND.  
84 2629 0 0 12WOULD BE THE CLASSES ON HOW TO TRAIN YOUR HORSE  
84 2630 0 0 12THEY SHOULD HAVE MORE ADVERTISEMENT BECUASE NOT TOO MANY PEOPLE  
KNOW  
84 2630 0 0 22ABOUT IT.  
84 2631 0 0 12FOR THE PEOPLE NOT KNOWLEDGEABLE, BLM DOESN'T TEACH THEM ENOUGH  
ABOUT  
84 2631 0 0 22THE WILD HORSES AND THE PEOPLE DON'T KNOW WHAT THEY ARE GETTING  
INTO.  
84 2633 0 0 12THEY SHOULD PUT EVERYBODY'S NAME WHO WANTS TO ADOPT AN ANIMAL  
IN THE  
84 2633 0 0 22COMPUTER SO PEOPLE AT THE END OF THE LIST DON'T WASTE THIER  
TIME. AND  
84 2633 0 0 32LET THE APPLICANTS KNOW WHERE THEY STAND ON THE LIST.  
84 2637 0 0 12YOU SHOULD BE ABLE TO PICK THE HORSE INSTEAD OF THE DRAWING  
PROCESS.  
84 2641 0 0 12THEY NEED TO ADVERTISE MORE. NOT TOO MANY PEOPLE KNOW ABOUT IT.  
THEY  
84 2641 0 0 22NEED TO PUBLIZE, PUT IN THE PAPER.  
84 2651 0 0 12THEY SHOULD PUT AN ADOPTION FACILITY CLOSER TO A RURAL AREA,  
LIKE  
84 2651 0 0 22MYSELF. (EXP/ELSE) THEY SHOULD BE CLOSER TO WHERE THEY CAN  
STRETCH (THE  
84 2651 0 0 32HORSES). THEY SHOULD HAVE THE WIDE OPEN RANGE. (ELSE) SOMETHING  
THEY ARE  
84 2651 0 0 42USED TO. (ELSE) NO.  
84 2655 0 0 12THE ONLY PROBLEM I HAD WAS THE HORSE HAD LICE REAL BAD, AND  
RINGWORM.  
84 2655 0 0 22THEY SHOULD HAVE MORE DISEASE PREVENTION FOR THE HORSES.  
84 2656 0 0 12I THOUGHT IT WAS PRETTY MUCH GOOD THE WAY IT WAS. I'VE ONLY  
BEEN TO ONE.  
84 2656 0 0 22I HAD NO COMPLAINTS.  
84 2662 0 0 12I THINK THE SILENT AUCTION IS PROBABLY GOING TO WORK WELL.  
(EXP/ELSE)  
84 2662 0 0 22NO.  
84 2671 0 0 12ADVERTISEMENT, MORE KNOWLEDGE GIVEN OUT, NEED TO DO MORE CHECKING  
UP  
84 2671 0 0 22BECAUSE I'VE HAD 2 HORSES FROM THEM AND THEY HAVE NEVER CHECKED  
UP ON  
84 2671 0 0 32ME. THEY ALSO NEED TO SCAN THE PEOPLE BETTER.  
84 2672 0 0 12I THINK THEY'RE MOSTLY RIGHT ON TRACK, BUT THEY MAY BE TOO  
STRICT ON  
84 2672 0 0 22THEIR REQUIREMENTS, LIKE FOR THE FENCES AND STABLING. TOO  
STRICT.  
84 2673 0 0 12GET YOU SOME PEOPLE WHO WOULD NOT SELL THE ANIMALS TO THE MEAT  
MAN.  
84 2673 0 0 22(EXP/ELSE) GET SOME PEOPLE WHO CARE ABOUT THE ANIMALS. (ELSE)  
THEY  
84 2673 0 0 32SHOULD NOT BE IN THE MEAT BUISNESS. (ELSE) NO.  
84 2674 0 0 12MORE ABOUT TRAINING THE HORSE AFTER YOU HAVE IT (PROBE) MORE  
INFORMATION  
84 2674 0 0 22ON WHAT TO DO AND HOW TO DO IT.  
84 2678 0 0 12NONE

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84 2679 0 0 12Have the publicity better and have more adoptions {how better}  
Because  
84 2679 0 0 22more people would know about the program if they were more  
public with  
84 2679 0 0 32the information, they would get more people interested.  
84 2682 0 0 12BE MORE CAREFUL. DON'T LET PEOPLE HAVE THE ANIMALS IF THEY  
DON'T KNOW  
84 2682 0 0 22HOW TO USE THEM.+  
84 2686 0 0 12START THE GIVEAWAY HERE AT THEHORSE PARK. (EXP/ELSE) CHANGE THE  
SCHEDULE  
84 2686 0 0 22AROUND TO MAKE US FIRST. (ELSE) SWITCH IT AROUND SO WE CAN GET  
THE  
84 2686 0 0 32BETTER HORSES. (ELSE) NO.  
84 2691 0 0 12SOME PEOPLE LEAVE WORK TO GO THERE AND THERE WERE 200 HORSES  
AND 400  
84 2691 0 0 22PEOPLE WANTING AN ANIMAL, LOTS OF PEOPLE WENT HOME WITHOUT  
GETTING  
84 2691 0 0 32ANYTHING  
84 2692 0 0 12PROBABLY MORE ADVERTATOUS TO BRING IN YOUNG HORSES. YOUNG ONES  
HAVE MORE  
84 2692 0 0 22POTENTIAL TO BE UTILIZED. WIHT BABIES ITS EASIER TO ESTABLISH A  
84 2692 0 0 32RELATIONSHIP AND REPOR WITH KTHE ANIMAL.  
84 2693 0 0 12I WAS NOT INFORMED THAT HORSES HAVE AN AVERSION TO BURROS.  
(EXP/ELSE) I  
84 2693 0 0 22WOULD NOT HAVE TRIED TO CORAL THEM TOGETHER. (ELSE) I SHOULD  
HAVE BEEN  
84 2693 0 0 32MORE INFORMED. (ELSE) NO.  
84 2694 0 0 12I THINK THEY ARE SHIPPING TOO MANY HORSES EAST THIS IS OF GOOD  
QUALITY.  
84 2694 0 0 22SOME HORSES HERE ARE NOT GOOD ENOUGH QUALITY. IT COST A DOLLAR  
TO FEED  
84 2694 0 0 32A DAY. GET BETTER QUALITY HORSES. WHEN THEY TAKE HORSES TO THE  
EAST THEY  
84 2694 0 0 42TAKE BEST QUALITY TO QUARANTEE THEY SELL.  
84 2698 0 0 12THE PEOPLE BLM SUBCONTRACTS THE ANIMALS TO (BEFORE ADOPTION)  
NEED TO DO  
84 2698 0 0 22A BETTER JOB OF CARING FOR THE ANIMALS. (PROBE) A LOT OF THE  
ANIMALS ARE  
84 2698 0 0 32HANDLED PRETTY ROUGH AND COME TO THE ADOPTERS IN BAD SHAPE --  
WORMY,  
84 2698 0 0 42TICKY AND SICK.  
84 2706 0 0 12THEY NEED TO GET BETTER HORSES ON THE EAST COAST. WE ALWAYS  
SEEM TO GET  
84 2706 0 0 22CRAPPY HORSES HERE. ALSO, WHEN'S THE NEXT ADOPTION IN ALABAMA?  
I'D  
84 2706 0 0 32LIKE TO SEE MORE ADOPTIONS IN EVERY TOWN. I WANT A CURLY MARE.  
(ELSE)  
84 2706 0 0 42ALOT OF PEOPLE DON'T KNOW OTHER ADOPTERS, AND IT WOULD REALLY  
HELP TO  
84 2706 0 0 52GET TO KNOW OTHER PEOPLE WHO CAN HELP YOU. MAYBE A LIST OF  
PEOPLE WHO  
84 2706 0 0 62DID ADOPT SO YOU COULD CALL AND SEE THE HORSES OR EXCHANGE TIPS  
WOULD BE  
84 2706 0 0 72NICE.  
84 2708 0 0 12Adopt a horse and leave it in the wild and just feed it. {else}  
No.

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84 2710 0 0 12BLM NEEDS TO FIGURE OUT HOW TO DEAL WITH ANIMALS THAT ADOPTERS  
ARE NOT  
84 2710 0 0 22HAPPY WITH, SUCH AS FINDING ALTERNATIVE ADOPTERS.  
84 2712 0 0 12WHEN THE ACTUAL TIME OF ADOPTION COMES SOMETIMES YOU GO TO A  
LIST.  
84 2712 0 0 22(EXP/ELSE) SOMETIMES YOU GO TO A LOTTERY SYSTEM. (ELSE) THE  
LIST IS  
84 2712 0 0 32BETTER THAN THE LOTTERY. (ELSE) ONE AREA OF THE STATE HAS  
BETTER HORSES  
84 2712 0 0 42AND THEY DON'T COME OUT AS OFTEN FOR ADOPTIONS. (ELSE) THEY  
THEN SHOULD  
84 2712 0 0 52HAVE ADOPTIONS IN THAT AREA. (ELSE) NO.  
84 2713 0 0 12I DON'T THINK THEY NEED ANY CHANGES. I THINK THEY DO AN  
EXCELLENT JOB IN  
84 2713 0 0 22WHAT THEY'RE DOING..  
84 2715 0 0 12THERE WAS A SERIOUS CONNECTIVITY COMMUNICATIONS PROBLEM AT THE  
TIME  
84 2715 0 0 22BECAUSE THEY WERE UNDERSTAFFED AND OVERWORKED. (PROBE) MORE  
TIME NEEDS  
84 2715 0 0 32TO BE SPENT BEFORE THE AUCTION, CLOSED HEALTH INSPECTION OF  
ANIMALS,  
84 2715 0 0 42MORE TIME SPENT CALMING THE ANIMALS BEFORE THE SALE  
84 2716 0 0 12SCREEN ANIMALS THAT THEY OFFER FOR ADOPTION BETTER. (HOW)  
SCREEN FOR  
84 2716 0 0 22CONFIRMATION AND DISPOSITION OF HORSES SO PEOPLE WOULD BE  
HAPPIER WHEN  
84 2716 0 0 32THEY GET THEM HOME.  
84 2717 0 0 12I DIDN'T LIKE THE DRAWING PROCESS.THEY OUGHT TO HAVE A SEPERATE  
DRAWING  
84 2717 0 0 22FOR BURROS AND A SEPERATE DRAWING FOR HORSES. (ELSE)THEY TELL  
YOU TO BE  
84 2717 0 0 32THERE AT 7:30 & PEOPLE WHO GOT THERE AFTER 7:30 RECIEVED #'S  
AND GOT TO  
84 2717 0 0 42PICK THEIR HORSES/BURROS BEFORE PEOPLE WHO GOT THERE AT OR  
BEFORE 7:30.  
84 2724 0 0 12I THINK THEY HAVE IT UNDER CONTROL. I GOT A PAPER ABOUT  
ACTIONING HORSES  
84 2724 0 0 22OFF. I DONT KNOW HOW WELL THAT WILL GO. IT MIGHT WORK OUT FINE.  
84 2728 0 0 12THERE'S THAT SOUTH WEST EQUINE TAMING DEVICE ON THE HORSES.  
(EXP/ELSE)  
84 2728 0 0 22IT WOULD GIVE A HEAD START ON TRAINING THE HORSES. (ELSE) NO.  
84 2737 0 0 12KEEP THE AGE DOWN OF THE HORSES (AND BURROS) UP FOR ADOPTION,  
BECAUSE  
84 2737 0 0 22THE YOUNGER THEY ARE, THE EASIER THEY ARE TO TRAIN. (PROBE) THE  
IDEAL  
84 2737 0 0 32AGE RANGE WOULD BE FROM YEARLING TO TWO YEAR OLDS  
84 2739 0 0 12FURTHER EDUCATION OF PROSPECTIVE ADOPTERS, AND FURTHER INQUIRY  
OF WHO IS  
84 2739 0 0 22GOING TO BE CARING FOR AND TRAINING THE ANIMALS  
84 2740 0 0 12POSSIBLY ADVERTISING A LITTLE BIT MORE, MAYBE IN HORSE  
PUBLICATIONS OR  
84 2740 0 0 22POSSIBLY SOME FAIRS.  
84 2742 0 0 12THE SELECTION OF HORSES WAS NOT WHAT WE EXPECTED. (PROBE)  
THERE WERE A  
84 2742 0 0 22LOT OF OLDER HORSES NOT SUITABLE FOR OUR NEEDS AS A RANCH  
OPERATOR  
84 2743 0 0 12YOU SHOULD BE ABLE TO PICK OUT THE HORSE PRIOR TO ADOPTION.



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84 2747 0 0 12PERSONALLY I QUESTION THE LOTTERY SYSTEM. (EXP/ELSE) IF A PERSON HAS  
84 2747 0 0 22APPLIED FOR AND PREPAIRED FOR THE ADOPTION, IT IS NOT FAIR THAT THEY MAY  
84 2747 0 0 32NOT GET A NUMBER AND SOMEONE WHO IS NOT PREPAIRED MAY GET A NUMBER .  
84 2747 0 0 42(ELSE) NO.  
84 2750 0 0 12POTENTIAL ADOPTERS WHO NEVER HANDLED HORSES SHOULD BE REQUIRED TO HAVE A  
84 2750 0 0 22CLASS FOR SAFE HORSE HANDLING, AND ACTUAL CARE. (ELSE) NO ONLY THAT THEY  
84 2750 0 0 32SHOULD USE BRIAN NEUBERTS INSTRUCTION AND TRAINING. HE IS VERY GOOD.  
84 2758 0 0 12A LITTLE MORE OF WHERE EXACTLY THE HORSES AND BURROS COME FROM..  
84 2759 0 0 12IDEA OF DRAWING NUMBERS TO TRY TO ADOPT INSTEAD OF BIDDING. (ELSE), NO  
84 2760 0 0 12MAYBE ADVERTISING DIFFERENTLY LIKE RADIO, BECAUSE BY RADIO YOU MIGHT GET  
84 2760 0 0 22MORE PEOPLE TO BE INTERESTED.  
84 2762 0 0 12I THINK THEY NEED TO CHECK UP ON PEOPLE TO SEE IF THEY ARE MISTREATING  
84 2762 0 0 22THE ANIMALS. (ELSE) I ALSO THINK, MORE ADVERTISING. THAT WAY, MORE  
84 2762 0 0 32PEOPLE CAN TAKE ADVANTAGE OF THE ADOPTION PROGRAM.  
84 2769 0 0 12WHEN YOU GO DOWN TO ADOPT, THEY SHOULD LIMIT THE FIRST GO AROUND TO ONLY  
84 2769 0 0 22TWO PER PERSON EVEN IF YOU'RE QUALIFIED TO ADOPT FOUR TO GIVE EVERYONE A  
84 2769 0 0 32CHANCE AT THE PICK OF THE LITTER  
84 2771 0 0 12THERE LOTTERY SYSTEM THEY USE FOR SELECTING THE HORSES, THERE'S GOTTA BE  
84 2771 0 0 22A SOMTHING BETTER  
84 2772 0 0 12I WOULD LIKE TO KNOW WHERE THE HORSES COME FROM (PROBE) I'VE HEARD THAT  
84 2772 0 0 22SOME OF THE HORSES THAT COME FROM COLORADO ARE BETTER L;OOKING AND  
84 2772 0 0 32BIGGER THAN THE REST. I'M 100% HAPPY WITH MINE, HOWEVER  
84 2775 0 0 12I WOULD RECOMMEND THAT BLM FOLLOW UP A POST-ADOPTION VISIT TO 100% OF  
84 2775 0 0 22THEIR ADOPTEES. I WOULD ALSO SUGGEST BETTER PUBLIC COMMUNICATIONS ON  
84 2775 0 0 32DATES AND LOCATION CLOSER TO THE TIME OF THE ADOPTION. THE ADVERTISING  
84 2775 0 0 42IS TO FAR IN ADVANCE AND THE PUBLIC FORGETS.  
84 2777 0 0 12THEY HAVE A REAL GOOD TRAINER THEY NEED TO CONTACT MORE AFTEN FOR HIS  
84 2777 0 0 22GENTLING TECHNIQUES. THEY NEED MORE OF HIS WORK AND OTHERS LIKE HIM TO  
84 2777 0 0 32SHOW PEOPLE THE POSSIBILITIES OF THE ANIMALS.  
84 2781 0 0 12I THINK THEY OUGHT TO BE ABLE TO SELL SURPLUS HORSES.  
84 2784 0 0 12THEY SHOULD PROVIDE A LIST OF OTHER ADOPTERS IN MY AREA WITH PHONE  
84 2784 0 0 22NUMBERS. (EXP/ELSE) THEY SHOULD PROVIDE A LIST OF TRAINERS TO AID IN THE  
84 2784 0 0 32ADOPTION PROCESS. (ELSE) UTALIZE VOLUNTEERS TO INSPECT THE HORSES FOR



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84 2784 0 0 42THE BLM. (ELSE) OPPOSED TO THE HORSE IN THE BOX PROGRAM. (ELSE)  
VERY

84 2784 0 0 52INHUMANE AND WOULD LIKE THE BLM TO NOT USE THIS PROCESS. (ELSE)  
NO.

84 2788 0 0 12I THINK THEY SHOULD CONTACT YOU TO BE FAIR. YOU OUGHT TO BE  
ENTITLED TO

84 2788 0 0 22GET ANY ANIMAL. PLEASE CONTACT ME ABOUT MY HORSE THAT DIED.

84 2788 0 0 32(512)446-6521

84 2793 0 0 12THEY USED TO HAVE A RULE THAT YOU ADOPTED MARES AND COLTS AS  
ONE HORSE.

84 2793 0 0 22NOW YOU HAVE TO ADOPT THEM AS A PAIR, BUT THEY MAKE YOU PAY FOR  
TWO

84 2793 0 0 32HORSES. THEY SHOULD CHANGE IT BACK TO THE OLD WAY.

84 2794 0 0 12OFFER SOME TRAINING THAT WOULD HELP ADOPTERS, GIVE THEM TIPS  
HOW TO

84 2794 0 0 22HANDLE THEM. HOW FAST OF SLOW TO DO THINGS. (ELSE), THEY  
CHANGED PROCESS

84 2794 0 0 32FROM NUMBER PICKING TO BIDDING.

84 2797 0 0 12TO ADAPT THEM TO HUMANS MORE BEFORE ADOPTION. MAKE THEM TO  
WHERE THE

84 2797 0 0 22INITIAL CONTACT IS NOT SO HARD.

84 2798 0 0 12FOLLOW-UP ON PEOPLE WHO HAVE ADOPTED ANIMALS IN THE PAST TO SEE  
WHETHER

84 2798 0 0 22THEY ARE TAKING GOOD CARE OF THEIR ANIMALS AND INFORMING THEM  
WHEN TJHE

84 2798 0 0 32NEXT AUCTION WILL TAKE PLACE -- PUTTING THEM ON A MAILING LIST

84 2799 0 0 12I WISH THEY'D GELD THE HORSES BEFORE ADOPTION.

84 2805 0 0 12TO LET PEOPLE KNOW THAT THEY TRAIN HORSES ON THE SPOT, IF I  
KNEW THAT I

84 2805 0 0 22WOULD HAVE HAD THE HORSE TRAINED BECAUSE WE GOT IT FOR OUR 10  
YEAR OLD

84 2805 0 0 32GRANDDAUGHTER AND THE HORSE IS VERY WILD.

84 2807 0 0 12MORE NOTIFICATION OR WIDER DISEMINATION ON VIEWING LOCATIONS.  
(HOW) MAKE

84 2807 0 0 22IT OPEN TO ALOT MORE PEOPLE TO ADOPT, AND BE AWARE TO HELP  
PROBELMS BLM

84 2807 0 0 32FACES

84 2808 0 0 12WOULDN'T RAISE THE PRICE LEAVE IT VERY AFFORDABLE.

84 2811 0 0 12IF I HAD NOT A FRIEND WHO HAD A HORSE THROUGH THE PROGRAM I  
NEVER WOULD

84 2811 0 0 22HAVE LEARNED ABOUT THE PROGRAM. THEY SHOULD ADVERTISE MORE IN  
OUR AREA.

84 2811 0 0 32ANYTHING ELSE? NO.

84 2829 0 0 12Should have more than one adoption a month should be able to  
get a horse

84 2829 0 0 22when ever you want and they have harses available to adopt.

84 2831 0 0 12ONE MAJOR CHANGE REGARDING BURROS. THEY ADOPT VERY FEW JACK  
BURROS.

84 2831 0 0 22HAVE A VET CHECK AT ABOUT 30-50 A DAY INSTEAD OF HAULING THEM  
AROUND.

84 2831 0 0 32HAVE THEM GUILDED. RECENTLY CHANGED PRICING, FULL FOR HALF  
PRICE. I

84 2831 0 0 42THINK IT WOULD ADOPT OUT MORE ANIMALS.

84 2832 0 0 12TO HAVE A BETTER PROCESS FOR PEOPLE TO REVIEW THE ANIMALS;  
RIGHT NOW YOU

84 2832 0 0 22COULD ONLY SEE THEM FOR 1-2 DAYS BEFORE ADOPTION, I WOULD HAVE  
LIKED TO

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84 2832 0 0 32SEE THEM FOR A FEW WEEKS BEFORE THE ADOPTION.  
 84 2840 0 0 12A LITTLE MORE ADVERTISEMENT (ABOUT WHEN AUCTIONS WILL BE HELD)  
 84 2845 0 0 12I HEARD THAT IN SUSANVILLE THE PRISON OFFICIALS HAVE THE FIRST  
 SHOT AT  
 84 2845 0 0 22LOOKING AT AND PICKING THE HORSES FIRST. (ELSE) IT SEEMS LIKE  
 IT IS  
 84 2845 0 0 32CORRUPT. (ELSE) NO.  
 84 2852 0 0 12MORE SCREENING OF PEOPLE WHO ADOPT HORSES BECAUSE THE GENERAL  
 PUBLIC  
 84 2852 0 0 22DOESN'T REALIZE WHAT THEY ARE GETTING INTO.  
 84 2854 0 0 12MORE CONTACT WITH POSTED OPTIONS. MORE ASSISTANCE WITH THE  
 GENTLING  
 84 2854 0 0 22PROCESS. (HOW) THIS IS THE FIRST TIME I HAD HORSES AND I DIDN'T  
 KNOW  
 84 2854 0 0 32WHAT TO DO WITH THEM. I HAD TO HIRE OUTSIDE HELP TO LEARN. I  
 FEEL  
 84 2854 0 0 42BLM SHOULD PROVIDE THIS SERVICE.  
 84 2857 0 0 12THEY SHOULD GO THROUGH THE HORSE AND MAKE SURE THEY KNOW  
 EVERYTHING  
 84 2857 0 0 22ABOUT IT ESPECIALLY THE AGE. THEY TOLD ME MINE WAS 2 YEARS OLD  
 AND I  
 84 2857 0 0 32HAD HIM CHECKED OUT BY A VET AND THEY TOLD ME HE WAS 3.  
 84 2859 0 0 12MAYBE A COUPLE OF HAND TO HAND CLASSES ON HANDLING YOUR HORSE.  
 RUN A  
 84 2859 0 0 221-2 HOUR CLASS. PULL A HORSE OUT OF THE BUNCH AND SHOW SOME  
 THINGS  
 84 2859 0 0 32ABOUT IT.  
 84 2866 0 0 12Majority of horses have been inbred a lot and a lot of what  
 they have  
 84 2866 0 0 22for adoption shouldn't be adopted they should narrow the  
 parameters of  
 84 2866 0 0 32the horses they put out for adoption. { How do } They should set  
 a higher  
 84 2866 0 0 42standard of conformity for the horses> {else} No.  
 84 2871 0 0 12FOLLOW-UP. (EXP/ELSE) THEY NEED TO CHECK ON THEM MORE AFTER  
 ADOPTION.  
 84 2871 0 0 22(ELSE) NO.  
 84 2874 0 0 12MAYBE HAVING THE ADOPTIONS SOMEWHERE IN THE MID STATES, INSTEAD  
 OF OUT  
 84 2874 0 0 22WEST. IT WOULD BE CLOSER TO NORTH DAKOTA. I MEAN. I WOULDN'T  
 HAVE TO  
 84 2874 0 0 32TRAVEL SO FAR. (ELSE) NO  
 84 2878 0 0 12I LIKED IT BETTER WHEN THEY USED THE LOTTERY SYSTEM ON GETTING  
 YOUR  
 84 2878 0 0 22HORSE BUT NOW THEY USE THE AUCTION PROCESS WHICH I DONT LIKE AS  
 MUCH.  
 84 2888 0 0 12THEY COULD HAVE MORE EDUCATIONAL INFORMATION AND SPEND MORE  
 TIME ON  
 84 2888 0 0 22TRAINING PROGRAMS.  
 84 2890 0 0 12THE FACILITIES NEED TO BE EQUIPPED A LITTLE BETTER IF YOU ARE  
 ADOPTING.  
 84 2890 0 0 22PROBABLY THE ONLY PROBLEM WE HAVE HAD IS NOT BEING ABLE TO SEE  
 THE  
 84 2890 0 0 32ANIMAL YOU'RE ADOPTING. I FEEL I'VE GOTTEN A QUALITY ANIMAL  
 EVERYTIME  
 84 2890 0 0 42I'VE ADOPTED FROM A DISTANCE BUT IT BE NICE TO BE ABLE TO SEE  
 WHAT YOU

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84 2890 0 0 52ARE ADOPTING.  
84 2902 0 0 12SCAN PEOPLE THAT HAVE ADOPTED HORSES BEFORE. THEN, RAIDE THIER  
LIMIT  
84 2902 0 0 22FROM 2 TO 4 HORSES. (HOW) HAVE NEIGHBORS MAYBE SPY ON PEOPLE  
WHO HAVE  
84 2902 0 0 32ADOPTED BEFORE. TO MAKE SURE THEY ARE FIT TO ADOPT THE  
ANIMALS. SO  
84 2902 0 0 42THEY ARE SURE THEY DO NOT MISTREAT THE ANIMALS. (ELSE) NO  
84 2903 0 0 12THE ADVERTISING SHOULD BE MORE PUBLIC. (EXP/ELSE) A NEWSLETTER  
ONLY  
84 2903 0 0 22COMES AFTER AN ADOPTION. (ELSE) MORE MEDIA ADVERTISING. (ELSE)  
CLOSED  
84 2903 0 0 32BIDS SEEMS LIKE IT IS A GOOD IDEA. (ELSE) THE CLOSED BID SYSTEM  
IS MORE  
84 2903 0 0 42FAIR. (ELSE) NO.  
84 2904 0 0 12WHEN THEY GOT SO MANY HORSES AVAILABLE AND THERE'S SO FEW  
PEOPLE BECAUSE  
84 2904 0 0 22WHEN HE WAS ADOPTING THERE WAS ONLY 3 OF THEM AND HE BASICALLY  
GOT HIS  
84 2904 0 0 32PICK BUT THERE WAS 500 HORSES AND HE ONLY GOT TO PICK BETWEEN  
140. I  
84 2904 0 0 42THINK THERE SHOULD BE MORE OF A SELECTION.  
84 2907 0 0 12MORE AUCTIONS IN OUR AREA. MORE ADVERTISING ABOUT AUCTIONS.  
MORE  
84 2907 0 0 22VIEWING TIME (PROBE) NO  
84 2911 0 0 12THEY NEED PEOPLE  
84 2911 0 0 22THAT HAVE EXPERIENCE AT HANDLING HORSES AT THE ADOPTION INSTEAD  
84 2911 0 0 32OF OFFICE PEOPLE THAT APPEAR TO LACK EXPERIENCE. LETS JUST SAY  
THAT THEY  
84 2911 0 0 42LACK EXPERIENCE IN HANDLING LIVESTOCK.  
84 2914 0 0 12THAT THE HORSES WOULD NOT BE KILLED. (EXP/ELSE) AFTER THE LIMIT  
OF FOUR  
84 2914 0 0 22HORSES PER ADOPTION, THEY SHOULD LIFT THE LIMIT SO MORE ANIMALS  
COULD BE  
84 2914 0 0 32PLACED. (ELSE) GIVE MORE INFORMATION ON THE WILD HORSES. (ELSE)  
THEY ARE  
84 2914 0 0 42A NATIONAL RESOURCE. (ELSE) I WOULD RATHER SEE THEM GIVEN AWAY  
THAN  
84 2914 0 0 52KILLED. (ELSE) MORE CLEAR ON TRAILER REQUIREMENTS. (ELSE) NO.  
84 2915 0 0 12GET MORE INFORMATION TO PEOPLE AND INSPECT HOW YOU'RE TREATING  
THE  
84 2915 0 0 22ANIMALS AT LEAST 2 TIMES A YEAR. (ELSE) NO  
84 2916 0 0 12TO CONTACT ALL LIVESTOCK SALES OR KILLING PLANTS AND IF A WILD  
HORSE  
84 2916 0 0 22COMES THROUGH WITH A BRAND ON ITS NECK IT SHOULD BE AGAINST THE  
FOR  
84 2916 0 0 32LIVESTOCK SALES AND KILLING PLANTS TO ACCEPT THESE ANIMALS.  
84 2920 0 0 12TURN OUT SOME GOOD STUTS.  
84 2931 0 0 12LIKE TO SEE MORE TIMELY INFORMATION ON WHEN AND WHERE ADOPTIONS  
ARE.  
84 2932 0 0 12I THINK THEY OUGHT TO BE MOR PARTICULAR ON WHO GETS THE  
ANIMALS.  
84 2943 0 0 12THEY NEED TO PUT MORE INFORMATION IN THE FAR AWAY AREAS. IT  
SHOULD BE  
84 2943 0 0 22MORE LOCAL THEN OUT WEST. (ELSE) NO  
84 2945 0 0 12MORE KNOWLEDGE AND TO EDUCATE PEOPLE



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84 2946 0 0 12THERE SHOULD BE A FILE FOR EACH HORSE TO CHECK UP ON HOW WELL  
THE

84 2946 0 0 22ADOPTERS ARE LOOKING AFTER THE ANIMALS WITHOUT WARNING THE  
ADOPTERS WHEN

84 2946 0 0 32THEY'RE COMING TO CHECK UP

84 2948 0 0 12TO HAVE MORE INFO. WHETHER JUST COPIES OR A MANUAL MORE  
EXTENSIVE INFO.

84 2948 0 0 22STEP BY STEP ON WAY TO GO ABOUT TRAINING THE HORSE.

84 2953 0 0 12A LITTLE LONGER NOTICE WHEN THERE IS GOING TO BE AN ADOPTION  
PROCEEDING.

84 2954 0 0 12MORE OPEN PUBLIC INFORMATION WHEN THEY HOLD ADOPTION

84 2956 0 0 12THEY'RE DOING DAMNED GOOD

84 2957 0 0 12I FEEL THEY NEED TO ADVERTISE MORE SO PEOPLE KNOW MORE ABOUT  
IT. THEY

84 2957 0 0 22ALSO NEED TO HAVE CLASSES FOR FIRST TIME ADOPTES SO THEY CAN  
LEARN MORE

84 2957 0 0 32ABOUT HOW TO HANDLE THEIR NEW HORSE..

84 2960 0 0 12I DON'T THINK BIDDING IS THE ANSWER (PROBE) BECAUSE THEN MONEY  
BUYS THE

84 2960 0 0 22ANIMALS INSTEAD OF PEOPLE WHO REALLY CARE FOR THEM. I REALLY  
LOVE MY SIX

84 2960 0 0 32HORSES, THEY'RE THE BEST FRIGGIN'HORSES I EVER HAD

84 2965 0 0 12YOU SHOULD BE ABLE TO ADOPT THE HORSE THAT YOU WANT. (EXP/ELSE)  
WITHOUT

84 2965 0 0 22GOING TO THE ADOPTION AND WAITING IN LINE. (ELSE) LET THE  
PUBLIC ADOPT

84 2965 0 0 32THE HORSE THEY WANT WITHOUT GOING THROUGH THE PROCESS. (ELSE)  
THEY HAD

84 2965 0 0 42THIS SYSTEM BEFORE AND IT WAS PRETTY GOOD. (ELSE) YOU SHOULD  
MEET THE

84 2965 0 0 52NEEDS OF THE PEOPLE. (ELSE) NO.

84 2974 0 0 12MORE EDUCATION, NETWORKING FOR OTHER ADOPTERS AND I THINK THEY  
SHOULD BE

84 2974 0 0 22A LITTLE STRICTER WITH THIER SCREENING

84 2978 0 0 12THEY SHOULD TRANSPORT THE ANIMALS TO MORE AREAS SO PEOPLE DON'T  
HAVE TO

84 2978 0 0 22DRIVE SO FAR (PROBE) THEY SHOULD HAVE MORE UNANNOUNCED AFTER  
ADOPTION

84 2978 0 0 32INSPECTIONS

84 2982 0 0 12I SUGGEST THAT THE VETS DO A BETTER JOB ON CHECKING THEM OUT.  
THE HORSE

84 2982 0 0 22I GOT WAS ONLY ABOUT 3 MONTHS OLD AND WAS SICK AND DIED AT 7  
MONTHS.

84 2982 0 0 32THEY NEED TO MAKE SURE THE HORSES ARE IN BETTER PHYSICAL  
CONDITIONS.

84 2987 0 0 12MORE CONTACT WITH BLM. THEY DON'T RETURNPHONE CALLS. IF  
ANYTHING IS

84 2987 0 0 22REQUIRED FROM BLM, YOU NEVER HEAR FROM THEM. (HOW) THEY COULD  
JUST

84 2987 0 0 32RETURN MY CALLS, PROBABLY JUST OVERWORKED AND UNDERMANNED. OR  
MAYBE,

84 2987 0 0 42PROBABLY JUST A LACK OF INTEREST AFTER YOU ADOPT THE ANIMAL.  
(ELSE)

84 2987 0 0 52THEY NEED TO PROVIDE PEOPLE WITH THE KNOWLEDGE THAT THEY DO  
HAVE

84 2987 0 0 62EDUCATION CLASSES, I NEVER KNEW ABOUT IT. (HOW) USING FLIERS  
WITH THE



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84 2987 0 0 72INFORMATION YOU GET ON THE INITIAL ADOPTION.  
84 2996 0 0 12YOU CAN BREAK THE HORSE BEFORE YOU GIVE IT UP FOR ADOPTION.  
84 3008 0 0 12BEFORE YOU DROVE OVER THERE, IF YOU KNEW YOUR DRAWING NUMBER  
IT'D  
84 3008 0 0 22BE BETTER. WE WOULD HAVE GOTTEN A FEW MORE HORSES BUT BY THE  
TIME  
84 3008 0 0 32YOU GET DOWN THERE THE HORSES YOU MAY WANT ARE TAKEN.  
84 3017 0 0 12THEY SHOULD NEVER SEND TRASH TO THE AUCTIONS (PROBE) OLD STUDS  
AND WEEDY  
84 3017 0 0 22HORSES AND INBRED HORSES BECAUSE IT GIVES THE PROGRAM A BAD  
NAME  
84 3021 0 0 12A LOT MORE INFORMATION SHOULD BE AVAILABLE ON STARTING AND  
TRAINING THE  
84 3021 0 0 22HORSES AND BURROS. LITERATURE SHOULD BE AVAILABLE AT THE  
AUCTIONS THE  
84 3021 0 0 32WAY IT IS AT NATIONAL PARKS.  
84 3031 0 0 12ADVERTISE ADOPTION DATE MORE OFTEN.  
84 3036 0 0 12THE HORSES THAT DON'T GET ADOPTED, THEY SHOULD TAKE THEM BACK  
TO A  
84 3036 0 0 22HOLDING PIN AND LET THEM RECOOPERATE & PUT A LITTLE WEIGHT ON  
THEM. THE  
84 3036 0 0 32REASON THEY DID'NT GET ADOPTED IN THE FIRST PLACE IS BECAUSE  
THEY ARE  
84 3036 0 0 42ALL STRESSED OUT AND THEY JUST KEEP TAKING THEM ON 18 HOUR ROAD  
TRIPS TO  
84 3036 0 0 52THE NEXT ADOPTION SITE WITHOUT REST. THEY JUST SIT ON THEIR  
TRAILERS AND  
84 3036 0 0 62BITE AT THEIR ASSES.  
84 3040 0 0 12MORE FOLLOW UPS, LIKE PEOPLE TO GO OUT AND CHECK FACILITIES.  
MORE  
84 3040 0 0 22INVOLVED. MORE PEOPLE TO COVER THE AREA. GIVE FINES TO PEOPLE  
WHO  
84 3040 0 0 32DON'T TAKE CARE OF THEIR HORSE. MAYBE HAVE A MANDATORY CLASS.  
THEY  
84 3040 0 0 42OUGHT TO HAVE MORE INFORMATION ABOUT THE AREA THEY ARE ADOPTED  
OUT OF.  
84 3040 0 0 52HAVE A PROUD OWNER CERTIFICATE WHEN YOU GET YOUR TITLE. TAKE A  
PICTURE  
84 3040 0 0 62OF THE OWNER AND THE ANIMAL AND SAY THIS IS A PROUD OWNER.  
84 3043 0 0 12INSTEAD OF SHIPPING THE BETTER HORSES BACK TO NEBRASKA, LET THE  
LOCALS  
84 3043 0 0 22HAVE A CHANCE TO VIEW THEM. THIS GIVES THE LOCALS A CHANCE TO  
GET BETTER  
84 3043 0 0 32HORSES.  
84 3044 0 0 12THEY NEED TO GIVE THE ADOPTERS MORE INFORMATION ABOUT THE  
HORSES AND  
84 3044 0 0 22THEY SHOULD ALSO COME OUT AND CHECK UP ON THE HORSES AND WHERE  
THEY ARE  
84 3044 0 0 32LIVING. THEY NEVER CAME TO CHECK ON MINE OR ANYONE ELSE'S I  
KNOW.  
84 3046 0 0 12MAINLY EDUCATE PEOPLE IN TRAINING, SAFETY BOTH HORSE AND HUMAN.  
LET  
84 3046 0 0 22PEOPLE KNOW MORE. (WHAT WAYS) MORE REALISTIC VIDEOS, CLASSES,  
BOOKS.  
84 3046 0 0 32ACTUALLY SEEING HOW THEY ACT WOULD BE BETTER.  
84 3050 0 0 12HE THINKS EVERYONE SHOULD GET THE HORSES OR BURROS FIRST COME  
FIRST

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84 3050 0 0 22SERVE INSTEAD OF FILLING OUT FORMS AND GETTING THE ANIMAL FIVE YEARS

84 3050 0 0 32FROM NOW.

84 3056 0 0 12I THINK THEY NEED TO EDUCATE PEOPLE MORE ON WHAT TO EXPECT.

84 3057 0 0 12I DON'T THINK THEY HAVE THE HORSES LONG ENOUGH. (EXP/ELSE) THEY SHOULD

84 3057 0 0 22WORK WITH THEM LONGER. (ELSE) THERE SEEMS TO BE A FEED SHORTAGE. (ELSE)

84 3057 0 0 32THEY DO THE BEST THEY CAN WITH WHAT THEY HAVE TO DO WITH. (ELSE) NO.

84 3060 0 0 12THEY SHOULD ANNOUNCE THAT THEY ARE HAVING THE AUCTIONS AT LEAST TWO

84 3060 0 0 22WEEKS BEFORE.

84 3069 0 0 12IT WOULD BE NICE IF THEY HAD SOMEONE EXPERIENCED ON HOW TO DEAL WITH

84 3069 0 0 22DIFFERENT PROBLEMS SO YOU CAN CONCUR WITH THESE ANIMALS. AT LEAST 2

84 3069 0 0 32TIMES A YEAR. (ELSE) NO

84 3078 0 0 12NEED TO CHECK UP ON OWNERS SOONER. NO ONE CHECKED ON US UNTIL WE GOT

84 3078 0 0 22TITLE. SOME OTHERS WE HEARD ADOPTED AND DIDN'T TAKE CARE OF THEM AND

84 3078 0 0 32WEREN'T CHECKED ON UNTIL A YEAR LATER. (ELSE), NO

84 3082 0 0 12I HAD TO HAVE A SPECIFIC KIND OF TRAILOR FOR THE HORSE TO PROTECT THE

84 3082 0 0 22ANIMAL. I REALLY HAVE NO SUGGESTIONS. (ELSE) NO

84 3088 0 0 12AGAINST BIDDING (ELSE) LIKE THE FIRST COME FIRST SERVE

84 3092 0 0 12ADVERTISE MORE AND LET PEOPLE KNOW. (WHAT) NEVER KNOW WHEN THERE IS

84 3092 0 0 22GOING TO BE AN ADOPTION PROCESS. (WAYS) PEOPLE WHO ADOPTED BEFORE SEND

84 3092 0 0 32THEM A NEWSLETTER. (ELSE), NO

84 3101 0 0 12THEY SHOULD TRY TO LOCALIZE THE PROGRAM. I MEAN, I HAD TO GO A WAYS FOR

84 3101 0 0 22THE HORSE. (ELSE) NO

84 3103 0 0 12GET THEM IN ALOT MORE HUMANE THEN WHAT THEY ARE DOING. (MEAN) RUN THEM

84 3103 0 0 22SO HARD WITH THE HELICOPTERS TAKE SADDLE HORSES IN THERE. (ELSE)

84 3103 0 0 32SPENDING TOO MUCH MONEY ON GETTING HORSES IN THE CORAL.

84 3105 0 0 12BRING PRICES BACK DOWN SO PEOPLE CAN AFFORD THEM

84 3108 0 0 12MORE QUALIFIED PEOPLE TO HANDLE HORSES. (ELSE), NO (WHAT WAYS) HIRE

84 3108 0 0 22COWBOYS INSTEAD OF EDUCATED PEOPLE. EDUCATED IS NICE BUT THEY NEED TO

84 3108 0 0 32GET LOCALS WHO KNOW ABOUT HORSES.

84 3119 0 0 12MORE PROTECTION FOR THE HORSE BURRO PROGRAM, PRICES ARE GOING UP, BUT

84 3119 0 0 22THEY NEED TO KEEP THE PRICE DOWN, THEY SHOULD KEEP THE MOTHER AND BABY

84 3119 0 0 32AS ONE UNIT, INSTEAD OF TWO

84 3123 0 0 12THEY NEED TO PRESSCREEN THE FACILITIES WHERE THE HORSE IS GOING BEFORE

84 3123 0 0 22THE ADOPTION IS COMPLETE.

84 3124 0 0 12THEY SHOULD CHECK ON ANIMALS AND MAKE SURE ADOPTES ARE TAKING CARE OF

84 3124 0 0 22THEM. (ELSE), NO

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84 3125 0 0 12KNOW WHERE THEY ARE COMING FROM. DON'T TREAT THEM THE WAY THEY  
TREAT  
84 3125 0 0 22THEM. THEY BEAT THE LIVING HELL OUT OF THE HORSES JUST FOR THE  
SAKE OF  
84 3125 0 0 32BEATING THEM. NEVER SAW THE TREATMENT I SAW ON THESE ANIMALS.  
84 3126 0 0 12I THINK THE HORSE HAD A LITTLE COLT AND THE COLT SHOULD STAY  
WITH THE  
84 3126 0 0 22MOTHER UNTIL IT IS WEENED.  
84 3128 0 0 12IMPROVE ON THE VIEWING TIME OF THE ANIMALS [MEAN] BETTER CHOICE  
FOR  
84 3128 0 0 22PEOPLE WHO ARE ADOPTING IF THEY GET TO VIEW THE ANIMALS LONGER.  
84 3144 0 0 12FIRST, THEY NED TO EDUCATE PEOPLE BEFORE ADOPTION. SECONDLY,  
BETTER  
84 3144 0 0 22EDUCATION ON WHAT PEOPLE ARE GETTING INVOLVED IN WITH THE WILD  
ANIMAL.  
84 3144 0 0 32NEED TO GET MORE VOLUNTEERS INVOLVED IN A FOLLOW UP PROGRAM  
THROUGH  
84 3144 0 0 42VOLUNTEERS. (ELSE) NO  
84 3145 0 0 12GOOD TO GIVE A LITTLE MORE INSIGHT ABOUT THE ANIMALS. ANY  
ADDITIONAL  
84 3145 0 0 22"WHATEVER" ABOUT THE ANIMALS.  
84 3150 0 0 12THERE NEEDS TO BE BETTER INFORMATION ON HOW TO DEAL W\THEM  
AFTER  
84 3150 0 0 22ADOPTION. YOU NEED TO KNOW BETTER ON HOW TO WORK W\THE ANIMALS.  
NEED TO  
84 3150 0 0 32KNOW HOW TO CORRECT BAD BEHAVIOR  
84 3151 0 0 12EDUCATIONAL CLASSES  
84 3152 0 0 12GET FEE CUT BACK. REDUCE BACK TO \$120 FOR A MARE AND A COLT.  
(ELSE), NO  
84 3156 0 0 12BAD FOLLOW-UP ON ADOPTIONS. PEOPLE DOING THE EDUCATIN SHOULD BE  
MORE  
84 3156 0 0 22EDUCATED  
84 3160 0 0 12NEEDS TO BE MORE FOLLOW UP AFTER ADOPTION  
84 3164 0 0 12THEY NEED BETTER POST ADOPTION COMPLIANCE CHECKS. (ELSE)  
PROBABLY  
84 3164 0 0 22BETTER EDUCATION PROGRAMS. (ELSE) NO HOW ABOUT BETTER USAGE  
OF  
84 3164 0 0 32VOLUNTEERS.  
84 3168 0 0 12MORE PEOPLE TO CHECK OUT PEOPLES FACILITIES. CHECK BEFORE AND  
AFTER  
84 3168 0 0 22ADOPTIONS. COMPLIANCE WORKERS THROUGHOUT THE STATE. ONE OR  
TWO WHO  
84 3168 0 0 32WILL TRAVEL. I WOULD BE AVAILABLE TO TRAVEL TO CHECK OUT THE  
ANIMALS IF  
84 3168 0 0 42BLM EVER DECIDES TO HIRE MORE PEOPLE.  
84 3176 0 0 12DON'T RAISE PRICE. MORE INFO NEED, SO YOU DON'T HAVE TO LOK SO  
HARD.  
84 3176 0 0 22NEED TO CHECK UP MORE AFTER ADOPTION  
84 3183 0 0 12A 800 NUMBER IN CASE ADOPTERS WANT TO CONTACT THEM. (ELSE),  
THATS ALL  
84 3189 0 0 12I would do a little more work with the older animals that they  
adopt  
84 3189 0 0 22out. {how improve} It would result a little bit more humane  
treatment of  
84 3189 0 0 32the horses because a lot of people who adopt don't really know  
that much



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84 3283 0 0 22FOLLOW-UP CONTACTS ARE REAL GOOD. (ELSE) I THINK IT'S A "HELL  
OF A GOOD  
84 3283 0 0 32PROGRAM" AND I'M VERY PLEASED. (ELSE) NO.  
84 3290 0 0 12I DON'T THINK THEY SHOUL HOLD THIER ANIMALS FOR ADOPTION. THEY  
SHOULD  
84 3290 0 0 22PUT THEM TO SLAUGHTER. (ELSE) RUN IT MORE LIKE A BUSINESS AND  
DON'T  
84 3290 0 0 32WORRY ABOUT THE BLEEDING HEARTED LIBERALS.  
84 3294 0 0 12CLOSER INVESTIGATION OF ADOPTERS AND BETTER EDUCATION OF THOSE  
ADOPTING  
84 3294 0 0 22[ELAB] THEY PUT THE HORSE IN A PEN AND DON'T DO ANYTHING WITH  
YHE HORSE  
84 3294 0 0 32[ELAB] THIS IS A WILD HORSE TO BE HANDLED DIFFERENTLY [ELSE] NO  
84 3295 0 0 12THEY ARE GONNA CHANGE FROM BEING ON A LIST WHICH YOU CAN MOVE  
UP ON TO  
84 3295 0 0 22A LOTTERY. THEY SHOULD KEEP LIST INSTEAD OF USING LOTTERY SO  
THAT WAY AS  
84 3295 0 0 32YOU MOVE UP THE LIST YOU CAN CHOOSE THE HORSE YOU WANT, THE  
LOTTERY  
84 3295 0 0 42RUINS YOUR CHANCES OF GETTING A HORSE THAT'S WORTH WILD.  
84 3306 0 0 12WHEN YOU PICK UP HORSES YOU NEED A STOCK TRAILOR NOT A HORSE  
TRAILOR  
84 3306 0 0 22[ELAB] THEY MADE THIS RULE BUT DID NOT STICK WITH IT [CLARIFY]  
MANY  
84 3306 0 0 32HORSES GOT INJURED [ELSE] NO  
84 3329 0 0 12NEED TO FIGURE A DIFFERENT WAY TO LOAD HORSES, THEY KILL TOO  
MANY. (WHAT  
84 3329 0 0 22WAYS), I DON'T KNOW. (ELSE) NO  
84 3337 0 0 12EDUCATION FOR PEOPLE SO THEY KNOW THAT WILD DOESN'T  
NECESSARILLY MEAN  
84 3337 0 0 22MEAN. (HOW) HAVING CLINICS AT ADOPTIONS TO TEACH PEOPLE HOW  
TO  
84 3337 0 0 32APPROACH THE ANIMAL. (ELSE) WE NEED TO GIVE PUBLICITY ON WILD  
HORSES  
84 3337 0 0 42TO SHOW PEOPLE THE ENJOYMENT OF HAVING A WILD HORSE.  
84 3355 0 0 12ADVERTISING BEFORE THE ADOPTION IN THE CITIES AS TO WHEN THEY  
WILL BE  
84 3355 0 0 22THERE. (HOW) SPOTS ON THE RADIO, HANDBILLS IN THE TACK HOUSES  
AND  
84 3355 0 0 32FLIERS. (ELSE) NO  
84 3366 0 0 12WAIT SIX MONTHS FOR A TITLE NOT A YEAR. (ELSE), NO  
84 3370 0 0 12MORE ADVERTISING (HOW) THIS WOULD ALLOW KNOWLEDGE OF THE  
PROGRAM. MORE  
84 3370 0 0 22ADVERTISEMENT IN MAGAZINES FREQUENTED BY HORSE OWNERS. TV  
DOCUMENTARY ON  
84 3370 0 0 32THE PROCESS AND THE POSITIVE EFFECTS OF (ELSE) MORE BACKGROUND  
CHECKS ON  
84 3370 0 0 42ADOPTERS AND THEIR CARE FACILITIES (WHAT WOULD THIS DO) YOU  
WOULDNT HAVE  
84 3370 0 0 52PEOPLE WHO REALLY COULDNT AFFORD TO CARE FOR THESE ANIMALS  
(ELSE) NO  
84 3382 0 0 12THEY COULD TELL PEOPLE ABOUT A TRAINING PROCESS THE HORSE CAN  
GO THROUGH  
84 3382 0 0 22[ELAB] THIS CAN BE DONE BY PRISONERS AT A LESS EXPENSIVE PRICE  
ABOUT  
84 3382 0 0 32HALF THE PRICE OF HAVING SOMEONE BREAK OR TRAIN THEM [ELSE] NO



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84 3399 0 0 12THE TIME OF THE SEASON FOR ADOPTIONS SHOULD BE DIFFERENT [ELAB]  
WINTER

84 3399 0 0 22IS NOT A GOOD TIME TO BE HAULING HORSES [ELSE] THE STAFF WAS  
EXCELLENT

84 3399 0 0 32AND INFORMATIVE AT THE FACILITY BUT HARD TO GET A HOLD OF ON  
THE PHONE

84 3399 0 0 42SOMETIMES.

84 3403 0 0 12I THINK THEY NEED TO HAVE INFORMATION ON WHAT HERDS AND THE  
AREATHESE

84 3403 0 0 22HORSES COME FROM, SO THE PERSON ADOPTING WILL KNOW THIER NOT  
GETTING

84 3403 0 0 32HORSES IN THE SAME BLOODLINE. (HOW) PUT THE INFORMATION ON A  
SHEET OF

84 3403 0 0 42PAPER AND POST IT AT THE ADOPTION SITE. (ELSE) NO

84 3428 0 0 12MORE HORSES NEED TO BE AVAILABLE [ELSE] NO

84 3429 0 0 12WOULD LIKE TO SEE THEM HAVE SOMETHING ALITTLE BIT CLOSER TO  
WHERE I LIVE

84 3429 0 0 22AS WE DRIVE FOR 4-6HRS JUST TO GET TO PLACE OF ADOPTIONS.

84 3449 0 0 12GET MORE HALTER BROKEN HORSES [HOW] MORE PEOPLE WOULD ADOPT IF  
THEY WERE

84 3449 0 0 22HALTER BROKE THAT WAY THEY COULD GUIDE THEM BETTER.

84 3455 0 0 12THEY NEED TO DO MORE EDUCATION WITH THE PRE APPROVAL PROGRAM OF

84 3455 0 0 22POTENTIAL ADOPTERS WHO NEVER HAD ANIMALS [ELSE] THEY NEED TO  
CHANGE

84 3455 0 0 32THE TIME OF ADOPTION [ELAB] IT IS ON FRIDAY , SHOULD BE ON  
SATURDAY,

84 3455 0 0 42IT'S TOO HARD TO GET THERE ON WEEKDAY [ELSE] NO

84 3457 0 0 12NEED A NEW WAY TO INSPECT THE PEN BEFORE THE ADOPTION

84 3462 0 0 12IF YOU COULD HAVE VETS OR TRAINERS THAT WOULD WORK WITH WILD

84 3462 0 0 22HORSES(CLARIFY) HAVE A NETWORK FOR VETS NAMES PROVIDED TO  
ADOPTERS. VETS

84 3462 0 0 32WHO WILL WORK WITH WILD HORSES

84 3472 0 0 12A BETTER HISTORY SHOULD BE DONE SO PEOPLE WILL KNOW WHAT THE  
BLOODLINES

84 3472 0 0 22AND TERMPERMENT MAY BE. (ELSE) MORE OF A NEWS TYPE BLITZ SO  
OTHERS

84 3472 0 0 32WILL KNOW WHEN THE ADOPTIONS WILL TAKE PLACE.

84 3478 0 0 12THEY SHOULD LET PEOPLE PICK OUT A HORSE THEMSELVES [ELAB] NOT  
IN A LOTTO

84 3478 0 0 22TYPE DRAWING [ELSE] WE SHOULD HAVE ONLY GOTTEN ONE BURRO [ELAB]  
THEY DID

84 3478 0 0 32NOT TELL US THAT TWO TOGETHER WERE NOT GOOD [ELSE] NO

84 3481 0 0 12THEY SHOULD HAVE A BETTER ADMINISTRATIVE PROCESS. (HOW)  
BETTER

84 3481 0 0 22ORGANIZAION SND KEEP IN TOUCH MORE OFTEN. (ELSE) NO

84 3485 0 0 12THEY SHOULD HAVE EDUCATION CLASSES THAT ARE PUBLICIZED TO ALL  
[ELSE] NO

84 3490 0 0 12JUST NEED TO CHECK ON PEOPLE WHO ADOPT. MAINLY THIER  
FACILITIES. (HOW)

84 3490 0 0 22GIVE THE PEOPLE A 2 WEEK NOTICE SO PEOPLE CAN PREPARE THE  
PROPERTY TO

84 3490 0 0 32MEET THIER STANDARDS. (ELSE) NO

84 3491 0 0 12PRICES [MEAN] LOWER THE PRICES THAT WAY PEOPLE CAN BUY MORE.

84 3497 0 0 12AN EDUCATIONAL PROGRAM FOR FIRST TIME ADOPTERS [ELAB] PEOPLE  
THINK THEY

84 3497 0 0 22ARE LIKE A DOG FOR A PET [ELSE] THESE PEOPLE NEED MORE INFO ON  
WHAT TO

WILD HORSE AND BURRO PROGRAM  
COMMENTS TO QUESTION 11: SUGGESTIONS FOR IMPROVING BLM'S PERFORMANCE

84 3497 0 0 32DO OVERALL WITH THE HORSES [ELSE] IN ALL AREAS SHOTS, FOOD,  
GROOMING  
84 3497 0 0 42[ELSE] NO  
84 3502 0 0 12PEOPLE WHO HAVE ADOPTED IN THE PAST SHOULD HAVE MORE TIME TO  
RESPOND O  
84 3502 0 0 22THE ADOPTION DATE. (HOW) THEY SHOULD ACCEPT FAXES AS  
RESPONSES.  
84 3502 0 0 32(ELSE) NO  
84 3505 0 0 12More about classes. More info on training and everyday concerns  
with  
84 3505 0 0 22these wild animals. And having a contact person in the areato  
help with  
84 3505 0 0 32training.  
84 3506 0 0 12I HAVE NO PROBLEM WITH WHAT THEY ARE DOING [ELAB] THEY ARE  
DOING AN  
84 3506 0 0 22EXCELLENT JOB [ELSE] THE POST CHECK UP SHOULD BE MORE EXTENSIVE  
[ELSE]  
84 3506 0 0 32SOME INDIVIDUALS SEEM TO GET TOO MANY ANIMALS . THIS IS OKAY IF  
THEY ARE  
84 3506 0 0 42REALLY BREAKING THEM [ELSE] NO  
84 3507 0 0 12WHEN WE WENT DOWN TO ADOPT WE WERE #9, THE OTHER PEOPLE WHO  
WERE AHEAD  
84 3507 0 0 22OF US GOT TO PICK 2-3 HORSES AT A TIME. I THINK THAT IF PEOPLE  
PLAN TO  
84 3507 0 0 32ADOPT MORE THAN ONE HORSE THEY SHOULD GO TO THE BACK OF THE  
LINE AND  
84 3507 0 0 42TAKE ANOTHER NUMBER THAT WAY EVERYONE HAS A CHANCE TO GET A  
CHOICE OF  
84 3507 0 0 52WHAT THEY WANT FIRST THEN START THE PROCESS OVER AGAIN. [ELSE]  
THEY  
84 3507 0 0 62SHOULD SCREEN PEOPLE WHO ARE ADOPTING BECAUSE THE ADOPTERS ARE  
NOT  
84 3507 0 0 72TREATING THE ANIMALS PROPERLY.  
84 3510 0 0 12THE LOTTERY (SPECIFY) THEY COME OUT OF A LITTLE WHEEL AND BLM  
PICKS A  
84 3510 0 0 22NAME OUT OF THAT WHEEL AND WHATEVER NUMBER YOU GET YOU GET  
(HOW) IF YOU  
84 3510 0 0 32KNOW WHAT NUMBER YOU ARE AHEAD OF TIME YOU WON'T HAVE TO GO ALL  
THAT WAY  
84 3510 0 0 42IF YOU DON'T HAVE A GOOD NUMBER  
84 3514 0 0 12BASED ON WHAT I'VE HEARD OR READ, I'D LIKE TO KNOW THAT HORSES  
NOT  
84 3514 0 0 22ADOPTED ARE NOT GOING TO WIND UP IN THE SLAUGHTER HOUSE. (HOW)  
MAKE IT  
84 3514 0 0 32A LAW NOT BEING ABLE TO SLAUGHTER THOSE ANIMALS. (ELSE) THEY  
CAN DO  
84 3514 0 0 42BETTER ON FOLLOW UP TO MAKE SURE THEY CARE FOR THE ANIMAL  
PROPERLY  
84 3517 0 0 12TO ROUND UP MORE OF THEM.  
84 3519 0 0 12GETTING ADOPTERS IN TOUCH WITH PSYCHOLOGISTS SUCH AS RAY HUNT  
AND MONTY  
84 3519 0 0 22ROBERTS - THEY GIVE SEMINARS ON MISTAKES THAT ARE MADE IN  
STARTING  
84 3519 0 0 32HORSES, NOW THE HORSES ARE MORE GENTLE; THE WAY THE HORSES ARE  
STARTED  
84 3519 0 0 42ARE CHANGING, THEY NEED TO MAKE PEOPLE AWARE OF THE  
CHANGES..RIDGECREST

WILD HORSE AND BURRO PROGRAM  
COMMENTS TO QUESTION 11: SUGGESTIONS FOR IMPROVING BLM'S PERFORMANCE

84 3519 0 0 52DOES A GREAT JOB OF THIS.

84 3524 0 0 12NOTIFY PEOPLE OUT OF STATE ABOUT ADOPTIONS IN OTHER STATES;  
THEY ALSO

84 3524 0 0 22SHOULD GO BACK TO \$125.00 FOR A PAIR (BEING A COLT AND A MARE)

84 3526 0 0 12Not spend a lot of money hauling them aroundetc. Do an auction  
sale and

84 3526 0 0 22sell on the open market. If some need to go to slaughter let  
them go to

84 3526 0 0 32slaughter. {How Improve} Just saves a lot of money it costthe  
tax payers

84 3526 0 0 421000's of dollars. If I wanted a horse I would just pay market  
value for

84 3526 0 0 52it. {else} No.

84 3537 0 0 12MAYBE A FEW MORE DEMONSTRATIONS ON TAMING WILD HORSES.

(EXP/ELSE) KEEP A

84 3537 0 0 22REGISTER ON WILD HORSE ADOPTIONS FOR BREEDING. (ELSE) NO.

84 3543 0 0 12THEY SHOULD LET THE COLTS GO WITH THE MARE. IT WOULD GET MORE  
WILD

84 3543 0 0 22HORSES ADOPTED.

84 3544 0 0 12THE LOADING PROCESS AFTER THE ADOPTION WAS VERY LENGTHLY. IT  
TOOK A LONG

84 3544 0 0 22TIME TO RECEIVE MY HORSE.

84 3545 0 0 12I WOULD LIKE TO KNOW IF THERE ARE CLASSES, IF THERE'S ANY OTHER  
SUPPORT

84 3545 0 0 22THAT I CAN TURN TO WHEN I NEED IT.

84 3551 0 0 12TO PROVIDE MANDATORY VACCINATIONS FOR THE ANIMALS FOR AT LEAST  
ONE YEAR.

84 3559 0 0 12THEY SHOULD'T PUT 11 YEAR OLD HORSES UP FOR ADOPTION. PEOPLE  
DON'T KNOW

84 3559 0 0 22WHAT THEY ARE GETTING INTO AND YOU CAN'T BREAK THEM IN BECAUSE  
THEY ARE

84 3559 0 0 32TOO OLD. THEY WILL WIND UP GETTING THEMSELVES KILLED. THEY  
ALSO DON'T

84 3559 0 0 42HAVE A PLACE FOR CRIPPLED HORSES.

84 3571 0 0 12THEY NEED TO CHECK UP ON PEOPLE AFTER ADOPTION. WE KNOW SOMEONE  
WHOSE

84 3571 0 0 22FACILITIES FOR THE HORSE ARE VERY POOR, IT IS AMAZING THAT THE  
STRUCTURE

84 3571 0 0 32IS STILL STANDING.

84 3572 0 0 12I WISH THAT THE OLDER HORSES COULD GO THROUGH SOME KIND OF  
TRAINING

84 3588 0 0 12NEED MORE EDUCATION TO LET PEOPLE KNOW HOW TO DEAL WITH THE  
HORSES. ALOT

84 3588 0 0 22OF PEOPLE HAVE NO IDEA WHAT THEY ARE GETTING INTO WHEN THEY  
ADOPT A

84 3588 0 0 32HORSE.

84 3593 0 0 12I HAVEN'T BEEN CONTACTED IN TITLING MY HORSE WHEN HE WENT TO  
THE

84 3593 0 0 22ADOPTION THEY WERE ESTIMATING ABOUT THE HORSES AGE

84 3596 0 0 12THEY SHOULD SCREEN THE PEOPLE AND THEIR FACILITIES MORE. THEY  
SHOULD

84 3596 0 0 22ALSO GIVE MORE INFORMATION ABOUT WHAT TO FEED THEM.

84 3618 0 0 12SOME PEOPLE DO NOT UNDERSTAND THE WILD HORSES. (EXP/ELSE) THEY  
THINK

84 3618 0 0 22THAT THEY ARE PETS. (ELSE) THEY ARE A WILD ANIMAL. (ELSE) NO.

84 3620 0 0 12Have a better organized process. Give more information at the  
time



## WILD HORSE AND BURRO PROGRAM

## COMMENTS TO QUESTION 11: SUGGESTIONS FOR IMPROVING BLM'S PERFORMANCE

84 3620 0 0 22of adoption. Enforce regulations for adoptions by really checking  
84 3620 0 0 32peoples facilities. {how better} By making the adoption process smoother  
84 3620 0 0 42and checking on facilities would make things better for the horses.  
84 3626 0 0 12THEY COULD ADVERTISE IT MORE. WHEN THEY HAVE THE ADOPTIONS AND WHERE  
84 3626 0 0 22THEY ARE.  
84 3630 0 0 12THEY RECENTLY RAISED THE FEES FOR THE BURROS AND I THINK IT SHOULD BE  
84 3630 0 0 22LOWERED.  
84 3640 0 0 12THEY SHOULD TAKE THE STALLIONS AND SWITCH THEM. (EXP/ELSE) MIX THE OTHER  
84 3640 0 0 22BANDS OF HORSES. (ELSE) THE NEVADA AND WYOMING HORSES ARE BIGGER AND  
84 3640 0 0 32SHOULD BE BRED WITH THE OTHER HORSES. (ELSE) NO.  
84 3645 0 0 12RESP DIDN'T FIND OUT ABOUT HEART DEFECT UNTIL A MONTH AFTER ADOPTION.  
84 3645 0 0 22SHE WANTED TO RELEASE THE ANIMAL INTO THE WILD AGAIN, BECUASE IT SEMED  
84 3645 0 0 32TO DO BETTER. BUT BLM SAID NO.  
84 3648 0 0 12MAKE SURE THERE'S NO KILLER BUYERS THERE...PEOPLE WHO BUY THE HORSES  
84 3648 0 0 22JUST FOR THE KILL. (ELSE) I THINK THEY SHOULD CHECK INTO THE PEOPLE  
84 3648 0 0 32BETTER BECAUSE I'VE SEEN HORSES WHO WEREN'T WELL TAKEN CARE OF AFTER  
84 3648 0 0 42THEY WERE BOUGHT.  
84 3650 0 0 12THEY NEED TO MAKE SURE THAT THE PEOPLE WHO GET THESE ANIMALS REALLY WANT  
84 3650 0 0 22THEM AND WON'T ABANDON THEM.  
84 3652 0 0 12THEY NEED TO SPELL OUT EXACTLY WHAT'S GOING TO HAPPEN DURING THE COURSE  
84 3652 0 0 22OF THE DAY; FIRST, WE COULD LOAD, THEN WE COULDN'T LOAD AND WE HAD TO  
84 3652 0 0 32STAND IN THE SUN FOR 3 1/2 HOURS. THEY REALLY NEED MORE CLARITY ON THAT.  
84 3658 0 0 12GET OUT MORE INFORMATION. NOT TOO MANT PEOPLE ARE AWARE OF THE PROGRAM.  
84 3662 0 0 12THEY REALLY NEED TO PROVIDE MORE INFORMATION AND SUPPORT WHERE FIRST  
84 3662 0 0 22TIME ADOPTERS CAN SPEAK TO EXPERTS ON HORSE CARE. AN 800 # THAT I COULD  
84 3662 0 0 32HAVE CALLED WITH SPECIFIC QUESTIONS WOULD BE GREAT. WHEN YOU ARE DEALING  
84 3662 0 0 42WITH WILD MUSTANGS, YOUR VET OR LOCAL TRAINERS CAN'T HELP BECAUSE THE  
84 3662 0 0 52TRAINING OF A WILD ANIMAL IS VERY DIFFERENT. I HAVE BEEN CALLING  
84 3662 0 0 62DIFFERENT STATES AND TRYING TO PICK PEOPLES BRAINS FOR HELP IN DEALING  
84 3662 0 0 72WITH THESE WONDERFUL ANIMALS.  
84 3676 0 0 12I THINK WHEN THEY HAVE THE ADOPTION IT SHOULD BE FIRST COME FIRST SERVE.  
84 3676 0 0 22I DON'T THINK THE LOTTERY SYSTEM WORKS BECAUSE YOU CAN'T GET THE HORSE



WILD HORSE AND BURRO PROGRAM  
COMMENTS TO QUESTION 11: SUGGESTIONS FOR IMPROVING BLM'S PERFORMANCE

84 3676 0 0 32YOU WANT.  
84 3682 0 0 12THEY GAVE MY NAME AND ADDRESS TO COMPLETE STRANGERS WHO CAME TO MY HOUSE  
84 3682 0 0 22WANTING TO TRAIN THE ANIMAL. BLM SHOULD NOT GIVE OUT ANY INFORMATION.  
84 3682 0 0 32THE ENTIRE PROCESS SHOULD BE CONFIDENTIAL.  
84 3688 0 0 12THEY NEED TO GIVE OUT BETTER INFORMATION ABOUT WHEN THERE ARE GOING TO  
84 3688 0 0 22BE BURROS UP FOR ADOPTION.  
84 3695 0 0 12BLM NEEDS TO LOOK AT GRANT GOLLIHER WHO DOES RESISTENCE TRAINING. HE HAS  
84 3695 0 0 22A TOTALLY DIFFERENT PHILOSPHY TO MAKE WILD HORSES AND BURROS CALMER AND  
84 3695 0 0 32EASIER TO HANDLE CALLED "HORSE WHISPER". BLM SHOULD LOOK INTO IT BECAUSE  
84 3695 0 0 42IT MAKES FOR BETTER ANIMALS FOR PEOPLE TO ADOPT.  
84 3703 0 0 12I THINK THEY SHOULD HAVE MORE INFORMATION ABOUT THE CHARACTERISTICS OF  
84 3703 0 0 22THE HORSES. I THINK THEY SHOULD GIVE OUT MORE INFORMATION ABOUT HOW TO  
84 3703 0 0 32CARE FOR THE HORSES OR BURROS.  
84 3714 0 0 12THEY NEED TO HAVE MORE EDUCATIONAL RESOURCES AVAILABLE FOR ADOPTERS. IT  
84 3714 0 0 22WOULD BE VERY BENEFICIAL TO THE PEOPLE WHO ADOPT THE ANIMALS.  
84 3715 0 0 12I THINK THEY NEED TO BE MORE SPECIFIC TO THE POTENTIAL ADOPTERS ABOUT  
84 3715 0 0 22HOW ITS EASIER TO TRAIN THE YOUNGER HORSES THEN THE OLDER ONES.  
84 3717 0 0 12MORE EDUCATION TO FIRST TIME ADOPTERS. BLM IS MORE CONCERNED ABOUT  
84 3717 0 0 22GETTING THE ANIMALS ADOPTED AND NOT ABOUT HOW MUCH THE PEOPLE KNOW ABOUT  
84 3717 0 0 32THEM AND IF THEY CAN HANDLE THEM.  
84 3722 0 0 12NOT TOO FAMILIAR WITH THE EDUCATIONAL TOOLS IF THEY HAVE THEM THEN THEY  
84 3722 0 0 22NEED TO PROMOTE THEM MORE.  
84 3724 0 0 12I DIDN'T LIKE THE WAY THEY LOAD THE ANIMALS INTO THE CHUTE; THEY NEED TO  
84 3724 0 0 22TREAT THE ANIMALS MORE HUMANELY THEN THAT.  
84 3737 0 0 12TO ADVERTIZE THE ADOPTIONS ALITTLE EARLIER BEFORE THEY OCCUR.  
84 3749 0 0 12WELL, MAYBE ALLOWING SOME OF US TO VOLUNTEER TO BE THEIR EYES AND EARS  
84 3749 0 0 22AND CHECK UP ON THE ANIMALS BECAUSE THERE ARE TOO MANY FOR BLM TO CHECK  
84 3749 0 0 32UP ON SO THEY SHOULD HAVE ALOT OF VOLUNTEERS.  
84 3752 0 0 12BETTER EDUCATION ON THE TRAINING OF THE HORSES AND QUICKER TITLING  
84 3752 0 0 22PROCEDURES.  
84 3766 0 0 12OUGHT TO TAKE AWAY ADOPTION FEES BECAUSE BLM IS LEASING RANGE LANDS FOR  
84 3766 0 0 22MILLIONS OF DOLLARS AND THE WILD HORSES ARE DISENABLING RANCHERS FROM  
84 3766 0 0 32GETTING THE MONEY FROM THE LAND. IF THERE WASN'T A FEE, ALOT MORE PEOPLE  
84 3766 0 0 42WOULD ADOPT.  
84 3773 0 0 12NEED TO CHECK UP ON THE HORSES WHEN THEY HAVEN'T GOTTEN THEIR TITLE.

## COMMENTS TO QUESTION 11: SUGGESTIONS FOR IMPROVING BLM'S PERFORMANCE

84 3773 0 0 22NEED TO HAVE MORE PEOPLE TO ANSWER QUESTIONS BECAUSE AT THE VIEWINGS  
 84 3773 0 0 32THEY ARE SWAMPED WITH PEOPLE ASKING QUESTIONS AND NOT EVERYONE CAN GET  
 84 3773 0 0 42HELPED.  
 84 3795 0 0 12THE BIGGEST PROBLEM IS WITH CANON CITY FACILITIES. I CONTRACTED THEM TO  
 84 3795 0 0 22TRAIN THE HORSE. BUT THEY DIDN'T DO IT. I WAS VERY DISSAPOINTED WITH THE  
 84 3795 0 0 32SERVICES. ALTHOUGH THEY GAVE ME MY MONEY BACK, THEY DIDN'T DO WHAT THEY  
 84 3795 0 0 42SAID THEY WOULD. I FEEL IT WAS BECAUSE OF A LACK OF SUPERVISION. THEY  
 84 3795 0 0 52NEED MORE SUPERVISION OF THE INMATES THERE.  
 84 3803 0 0 12DIDN'T ENFORCE SOME OF THE RULES. (SUGGESTIONS) I THINK THEY SHOULD BE  
 84 3803 0 0 22WATCHING THEM (PEOPLE) CLOSER SOME HAVE BEEN GOING OUT TO BLM ON THE  
 84 3803 0 0 32WEEKEND THEY KNOW THEY'RE NOT COMING, RUNNING AND CATCHING THE COLTS.  
 84 3803 0 0 42NEXT YEAR OPEN BLM SAT. OR SUN. HAVE SOMEONE GO OUT AND CHECK ON THE  
 84 3803 0 0 52HORSES. (HOW) THOSE GUYS MIGHT BE SCARED TO DO IT . SHOW AN EXAMPLE WITH  
 84 3803 0 0 62THEM.  
 84 3811 0 0 12THEY USE TO GREEN-BREAK THEM BUT HAVE STOPPED; WOULD LIKE THEM TO START  
 84 3811 0 0 22AGAIN.  
 84 3821 0 0 12NEED MORE INFORMATION FOR PEOPLE THAT DON'T KNOW ANYTHING. NEED TO HAVE  
 84 3821 0 0 22A TRAINER OR SOMETHING TO THAT ASPECT. (HOW) PEOPLE WHO DON'T KNOW ABOUT  
 84 3821 0 0 32THE HORSES SHOULDN'T HAVE THEM.  
 84 3826 0 0 12NOT TO GIVE THEM OUT FOR ADOPTION UNLESS THEY DO NOT HAVE ANY ILLNESSES.  
 84 3832 0 0 12A YEAR IS TOO LONG FOR KEEPING AN ANIMAL THAT JUST DOESN'T WORK FOR YOU.  
 84 3832 0 0 22NOBODY WANTS TO GO NEAR HER (MY HORSE) NOT THE VET, NOBODY. WE'RE LEFT  
 84 3832 0 0 32WITH A HORSE THAT WE DON'T OWN FOR A YEAR. WE DON'T HAVE THE KNOWLEDGE.  
 84 3832 0 0 42PEOPLE AREN'T INSTILLED ABOUT HOW WILD THESE ANIMALS ARE. IT'S MADE TO  
 84 3832 0 0 52LOOK SO GOOD ON THE VIDEO BUT IT'S NOT IT'S JUST ALOT OF MONEY. HAVE  
 84 3832 0 0 62SOMEONE FROM BLM COME VISIT FOR A FOLLOW-UP FOR POINTERS THAT WOULD  
 84 3832 0 0 72REALLY IMPROVE THE PROGRAM ALOT.  
 84 3839 0 0 12I THINK THEY NEED TO INFORM THE PEOPLE THAT THE ANIMALS ARE NOT PETS FOR  
 84 3839 0 0 22CHILDREN AND THEY NEED TO BE PRETTY EXPERIENCED WITH HORSES.  
 84 3848 0 0 12THEY NEED TO HAVE A BETTER CHECK ON THE PEOPLE WHO ADOPT. I WOULD LIKE  
 84 3848 0 0 22TO SEE A VOLUNTEER PROGRAM ALSO. I CALLED AND GAVE MY NAME AND NUMBER  
 84 3848 0 0 32BUT NO ONE CALLED ME YET.  
 84 3858 0 0 12THE FLYERS I GET ARE FOR RIVERTON ONLY, I WOULD LIKE THEM TO BE

WILD HORSE AND BURRO PROGRAM  
COMMENTS TO QUESTION 11: SUGGESTIONS FOR IMPROVING BLM'S PERFORMANCE

84 3858 0 0 22STATEWIDE, ALSO THEY KEEP ALL THE MARES THAT CAN NOT BE ADOPTED  
IN  
84 3858 0 0 32NEBRASKA, INSTEAD OF SPENDING MILLIONS ON KEEPING THEM ALIVE  
THEY SHOULD  
84 3858 0 0 42BE SLAUGHTERED AND PUT THOSE FUNDS TOWARDS THE ADOPTABLE  
HORSES.  
84 3864 0 0 12BEING ABLE TO ESTABLISH WEEKEND HOURS THAT WOULD BE FOR A  
NORMAL WORKING  
84 3864 0 0 22PERSON . INFORMATION ON HORSES THAT ARE ABLE (COLORS,  
CHARACTERISTICS )  
84 3864 0 0 32SO YOU'D KNOW IF THERE WAS SOMETHING SPECIFIC IN A HEARD THAT  
WOULD  
84 3864 0 0 42ATTRACT YOU INSTEAD OF HAVING TO COME AND VIEW THE HEARD AND  
NOT BEING  
84 3864 0 0 52ABLE TO KNOW WHATS AVAILABLE BEFORE YOU GO . BEING ABLE TO  
PROVIDE AN  
84 3864 0 0 62ADOPTER WHO HAS ALREADY ADOPTED A HORSE THAT IS GOING THROUGH  
TRAINING  
84 3864 0 0 72THE PROGRESS ON THAT HORSE.  
84 3886 0 0 12KEEP IT AS ONE SET PRICE FOR EVERYBODY. NOT EVERYONE CAN PAY A  
HIGHER  
84 3886 0 0 22PRICE FOR HORSES. EVERYONE SHOULD HAVE THE SAME OPPURTUNITY.  
84 3892 0 0 12THEY WOULD IMPROVE THE HERD OR MANAGMENT OF BY TAKING BLM LAND  
BACK  
84 3892 0 0 22FROM CATTLEMEN THAT THINK THEY OWN THE LAND. BLM LAND SHOULD BE  
FOR THE  
84 3892 0 0 32WILD ANIMALS AND HORSES.  
84 3895 0 0 12THEY NEED BETTER ADVERTISING FOR PEOPLE THAT DON'T KNOW ALOT  
ABOUT THE  
84 3895 0 0 22ADOPTION PROCESS.  
84 3904 0 0 12SELECTION NOT AS GOOD THIS YEAR THAN LAST YEAR. DO ALOT MORE IN  
TEXAS  
84 3904 0 0 22THAN IN KANSAS. BRING MORE DESIRABLE STOCK IF THEY WANT PEOPLE  
TO KEEP  
84 3904 0 0 32ADOPTING. TAKING ALL THE GOOD ONES (BEST HORSES) I THINK  
THEY'RE  
84 3904 0 0 42KEEPING THEM IN THE PRISON AND SELLING THEM FOR MORE MONEY.  
THESE AREN'T  
84 3904 0 0 52THE BEST HORSES THERE ARE . KEEP THE COST DOWN (OF THE STOCK)  
TALKING AS  
84 3904 0 0 62IF THEY ARE RAISING PRICES, HAVE RAISED THEM WOULD DISCOURAGE  
PEOPLE  
84 3904 0 0 72MORE IF PRICES WENT UP.  
84 3913 0 0 12WHEN THE ADOPTION IS COMPLETE THEY SHOULD LOAD THE HORSES PEN  
BY PEN SO  
84 3913 0 0 22THEY AREN'T SPOOKED.  
84 3916 0 0 12I WISH THEY'D LET US KNOW AHEAD OF THE TIME ABOUT THE  
ADOPTIONS (WHEN)  
84 3916 0 0 22ALSO I WISH THEY'D COME CHECK THINGS OUT A LITTLE SOONER. HAVE  
SOMEONE  
84 3916 0 0 32CHECK UP REALLY QUICK.  
84 3919 0 0 12I THINK THEY SHOULD SPOT CHECK THE FACILITIES FOR THE HORSES  
BEFORE THE  
84 3919 0 0 22ADOTPION IS COMPLETE TO MAKE SURE THE BARNs ARE ADEQUATE FOR  
THEM.  
84 3925 0 0 12BETTER ACCESS FOR THE FACILITY IN MY AREA . BE NICE TO HAVE  
MORE HOURS



WILD HORSE AND BURRO PROGRAM  
COMMENTS TO QUESTION 11: SUGGESTIONS FOR IMPROVING BLM'S PERFORMANCE

84 3925 0 0 22FOR PEOPLE WHO WORK FOR IT TO BE OPEN.  
84 3931 0 0 12THEY NEED TO SCREEN THE PEOPLE WHO ARE WORKING FOR THEM ALOT  
BETTER.  
84 3938 0 0 12THEY NEED TO HAVE A CLASS PREFERRABLY FOR ADOPTERS ON WHAT TO  
EXPECT  
84 3938 0 0 22ABOUT THE HORSE OR BURRO.

□



## Summary of Wild Horse and Burro Adopters Customer Survey

September 1997

### Overview

Based on a random Nation-wide telephone survey of 1201 wildhorse and burro adopters, conducted in August and September 1997<sup>1</sup>, 89 percent of the BLM's wildhorse and burro adopters are satisfied with BLM's performance, while 70 percent were satisfied with the animal they adopted. When asked for suggestions to improve BLM's performance, 26 percent said provide better information and education and 23 percent recommended improving adoption process and rules. Two out of five adopters learn about the adoption program from friends, family and acquaintances and most adopters have more than one animal. Over half the adopters received their notification of titling and of this group, four fifths of the adopters applied for a title. The average percent satisfied for the arenas identified by the adopters in focus groups are:

<u>Arena</u>	<u>Percent Satisfied</u> <u>(scores of 5 and above<sup>2</sup>)</u>
▶ Education Program on Wild Horses	73
▶ Post adoption Process	90
▶ Adoption Process	92
▶ Pre-Adoption Process	90

The adopters gave the BLM an excellent rating in having a friendly and knowledgeable staff, with equally high marks in treating horses and burros humanely and providing information about adoptions.

The satisfaction rate is very high compared to other BLM program areas. Only Public Information Centers have a higher satisfaction at 95 percent satisfied. The highest Use Authorization category is Grazing Permits at 72 percent satisfied. The BLM has a target of a 15 percent increase in overall BLM customer satisfaction in all categories or 90 percent. For this category, the BLM-wide target for 2002 is 84% satisfied in the education arena (*Strategic Plan*, page 49). The other categories have met the Bureau wide target.

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<sup>1</sup> "Adopter satisfaction with the Bureau of Land Management Wildhorse and Burro Program," conducted by Pacific Consulting Group, October 1997.

<sup>2</sup> Research indicates 90% of "4" scores are in fact a negative response and, therefore, on a 1-7 scale a score of 5 and above represents satisfied.



## **Priority Areas for Improvement**

The survey also examined and prioritized areas of improvement opportunities for the BLM. Education program on Wild Horses has the highest potential for improving customer satisfaction, with Post-Adoption processes next. Specific actions BLM could do to improve customer satisfaction would be (in priority order)

- ▶ Provide classes for potential adopters on how to handle their wildhorse.
- ▶ Provide feedback to people who complain
- ▶ Enforcing rules to ensure that adopters provide proper facilities

## **Methodology**

The survey was a random sample from lists compiled from the existing BLM databases in Denver, Colorado. The sampling error of the survey is 2.6 percent at a 95 percent confidence level, which is research quality results suitable for publication in research journals. The phone survey was conducted between August and September 1997. The participation rate for the survey was 99% and the completion rate was 80%, which assures that the results reflect the opinions of the entire population of wildhorse and burro (i.e., statistically, results would not change regardless of additional responses).<sup>3</sup> The questionnaires were developed based on focus groups of potential and repeat adopters at adoption fairs held in Burns, OR; Passaic, MO; and Kearney, NB. The focus group participants were asked to identified what meant the most to them in their interaction with BLM which were directly translated to questionnaires.

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<sup>3</sup> Participation Rate is defined as:

The number of completed interviews

The number of completed interviews + Refusals + Terminates

Completion Rate is defined as:

Number of completed interviews

Number of completed interviews + the number of eligible respondents in sample

Where eligible sample includes:

No answer, not available, answering machine, busy, scheduled callbacks, refusals, and terminations







